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Public Health
Wales

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USE OF THE WELSH LANGUAGE WITHIN PUBLIC HEALTH WALES POLICY

Policy Statement

Public Health Wales is committed to creating a vibrant, inclusive, and healthy culture where all our people are supported to thrive.

As an organisation, we are committed to nurturing a positive, flexible and sustainable work environment. Our aspiration is to be an exemplar organisation for wellbeing, where our staff are supported to ensure that their experience of work enables them to be healthier, happier in work, and able to be at their best.

Our organisational behavioural framework, Being Our Best, was created to bring our values to life; describing how working together, with trust and respect, to make a difference should show up in our everyday experiences.

Public Health Wales are very proud of our status as a national institute, and of our identity as a distinctly Welsh organisation. The Welsh language (Cymraeg) is an intrinsic part of that national identity, and has an importance not only for the services that we provide to the public of Wales but also to the staff within our organisation.

The Welsh Language Standards (No. 7) Regulations 2018 are clear about the statutory requirements that apply to our services and our administration; this policy meets the requirements of Standard 79, "You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language". However, the contents of this policy are not about how we meet the Standards; they are about how we go about creating a cultural change within our organisation that normalises use of Cymraeg and ensures we foster a bilingual ethos. The more we can develop our bilingual culture, the easier and more natural compliance with the Standards will become.

This policy shows how we will work to remove any barriers that are currently preventing Welsh speakers from using the language with each other, we will create a supportive learning environment for those seeking to acquire and improve their Welsh-language skills, and we will enable those among our staff who are not Welsh speakers themselves to develop and demonstrate respect and support for the language.

<p>Linked Policies, Procedures and Written Control Documents</p> <ul style="list-style-type: none"> • Welsh Language Standards (No.7) Regulations 2018 • Public Health Wales Compliance Notice • My Contribution Policy • Welsh Language Clinical Consultation Plan • Recruitment and Selection Policy • Statutory and Mandatory Training Policy • Supporting Learning and Development Policy • Policies, Procedures and Other Written Control Documents Management Policy • Being Our Best (Behavioural Framework) • Time Off in Lieu Policy • Public Health Wales intranet: Welsh Language Hwb <p>All corporate policies and procedures are available on the Public Health Wales website</p>	
<p>Scope</p> <p>This policy applies to the promotion and facilitation of the Welsh language in the context of the internal business of Public Health Wales (Standard 79). It does not discuss those elements that are legal requirements under the Welsh Language Standards (a list of which are supplied in Appendix 1), except where there are overlaps and synergies.</p> <p>Other Standards, not referred to here, apply in relation to the use of the Welsh language in our dealings with external people and organisations.</p> <p>Unless otherwise stated, “we” in this policy refers to Public Health Wales as an organisation.</p>	
<p>Equality and Health Impact Assessment</p>	<p>An Equality, Welsh Language and Health Impact Assessment has been completed and can be viewed on the policy webpages.</p>
<p>Approved by</p>	<p>People and Organisational Development Committee</p>
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<p>Accountable Executive Director/Director</p>	<p>Director of People and Organisational Development</p>

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Disclaimer

If the review date of this document has passed please ensure that the version you are using is the most up to date either by contacting the document author or the [Board Business Unit](#)

Summary of reviews/amendments

Version number	Date of Review	Date of Approval	Date published	Summary of Amendments
1	August - December 2022	15/03/23	30/03/23	New policy
2	August - December 2025	20/01/26	10/03/26	Policy review

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1. Introduction and principles

Public Health Wales is committed to creating a vibrant, inclusive, and healthy culture where all our people are supported to thrive.

As an organisation, we are committed to nurturing a positive, flexible and sustainable work environment. Our aspiration is to be an exemplar organisation for wellbeing, where our staff are supported to ensure that their experience of work enables them to be healthier, happier in work, and able to be at their best.

This policy describes the steps that Public Health Wales will take to foster a bilingual ethos within the organisation, to ensure that staff feel comfortable and empowered to use their Welsh language skills during their working day, and to support staff in developing and improving those skills, at whatever level. At the core of this is how our use of Cymraeg can contribute to our organisational values of “Working together, with trust and respect, to make a difference”.

The actions in this policy are in addition to the statutory requirements on Public Health Wales as an employer under the Welsh Language Standards, which are itemised for reference in Appendix 1.

Cymraeg is not just of relevance to the requirements of the Welsh Language Standards. Other plans and initiatives of relevance include:

- **Public Health Wales People Strategy 2020–30**: This notes the importance and challenge of ensuring we have sufficient numbers of Welsh speakers in our workforce, particularly in our frontline roles, and the importance of both training current workforce and being an attractive employer for Welsh speakers not yet recruited.
 - **Well-being of Future Generations (Wales) Act 2015**: Public Health Wales is expected to contribute to the goals of this Act, one of which is “A Wales of Vibrant Culture and Thriving Welsh Language”.
 - **More Than Just Words, Five-year plan 2022–27**: The Welsh Government plan for the use of the Welsh language within the Health and Social Care sector requires all service providers to be able to make an “Active Offer” of a Welsh-language service.
 - **Cymraeg 2050: A million Welsh speakers**: The Welsh Government plan to increase the number of Welsh speakers and those who use the language regularly, this includes a particular focus on the workplace, and notes that “more Welsh speakers use Welsh with their colleagues where the employer is supportive of the use of Welsh in most aspects of the work of the business”.
- This policy has been drafted using guidance and tools provided to us by the Welsh Language Commissioner’s office.

In addition, further work has been undertaken within Public Health Wales including the Being our Best behavioural framework and the Strategic Equality Plan, which overlap with the cultural aspirations expressed here.

While this policy is focused on the positive steps the organisation can take to develop our use of Cymraeg, it is to be noted that the Welsh Language (Wales) Measure 2011 enshrines a right for people to use the Welsh language with each other, and any attempt to deny that right can be reported to, and investigated by, the Welsh Language Commissioner.

2. Roles and responsibilities

All senior leaders have responsibility to lead by example, and to encourage and foster a bilingual ethos within the organisation.

The Director of People and Organisational Development is responsible for ensuring that the needs of the Welsh language are embedded into the work-streams of that Directorate so that staff can easily access the advice, guidance and support they need in relation to using and developing their Cymraeg. All policies, procedures and forms are available in Cymraeg and members of staff are encouraged to respond/use Cymraeg in all formal HR procedures.

Organisational leaders and people managers are responsible for ensuring that their Directorates' structures and processes embrace new ways of working that facilitate and normalise Cymraeg, provide leadership around the language and promote opportunities to develop Welsh language skills.

The [Welsh Language Group](#), a quarterly forum with senior management representation from each directorate to share best practice, support and facilitate organisation-wide solutions to shared challenges is key to helping the organisation promote the language, and in cascading key messages to their areas. Welsh Language Group members are champions for Cymraeg within their local teams and directorates and work closely with the PHW Welsh Language Team.

The Welsh Language Staff Network, Ymlaen, which is open to all staff, joins in the responsibility to raise awareness of this policy and encourage others to embrace its ethos.

The Welsh Language Team plays a central role in supporting the organisation's commitment to a bilingual ethos. Working collaboratively across directorates, the team provides expert advice, practical guidance and tailored resources to help staff use and develop their Welsh language skills confidently. They ensure that Welsh language considerations are embedded into organisational processes, communications and service

delivery, and actively promote opportunities for staff to engage with Cymraeg in their daily work.

The team also supports the implementation of the Welsh Language Standards, monitors progress, and works closely with both the Welsh Language Group and Ymlaen to champion best practice, share success stories, and foster a culture where Cymraeg is visible, valued and celebrated throughout the organisation. e encouraged to take personal responsibility for the use and development of their Welsh skills.

2.1 Vision and statement of purpose

Public Health Wales will support all our Welsh speaking members of staff to use their Welsh at work wherever possible. We will encourage our learners to develop and practice their Welsh by giving them opportunities and time to do so.

In line with the target within More Than Just Words, we will ensure that as many as possible of our staff who currently have level 0 Welsh skills progress to a courtesy level over the next 5 years.

Above all Public Health Wales will promote and foster positive attitudes towards Cymraeg and encourage our staff at all levels to feel proud of our language and our culture in Wales by ensuring that Welsh is seen as a vital skill within the organisation.

3. Leadership

From the Chief Executive and Chair of the Board and throughout the organisation, all leaders within Public Health Wales have a responsibility to model good practice and demonstrate respect for Cymraeg. As a minimum, leaders can incorporate “linguistic courtesy” into their practice by using a Welsh greeting (e.g. *bore da, prynhawn da*) and other incidental Welsh (e.g. *diolch, da iawn*). The *More Than Just Words* plan includes an action for all senior leaders in the NHS in Wales to take part in a “Leading in a Bilingual Country” programme by 2027, which will support this practice.

It is important that the whole spectrum of language acquisition is visible, so those who only speak a little Welsh or who are less confident play a vital role in changing general perceptions towards the language. Those who have some Welsh, or are currently learning, can encourage others by being proactive in using what they have acquired so far. Whatever a colleague’s role, those who choose to share their language within their teams and encourage others (e.g. by sharing a “word of the day” or similar) should be encouraged and supported to do so. In this way, all our staff, at whatever band, have the opportunity to demonstrate leadership.

Those who are more confident Welsh speakers can support their colleagues by using the language in as many situations as possible, and using the “Iaith Gwaith” orange badge to indicate that they speak/are learning Welsh. These Welsh speakers are encouraged to be patient and helpful to those who are learning or less confident in the language; tips on how to support others are available on the intranet Hwb.

As an organisation we will encourage our leaders:

- to use their Welsh to open and close meetings, messages and presentations in Welsh as much as possible and provide training for our leaders and managers on how to use their Welsh effectively.
- to include Welsh as an ongoing agenda item for meetings such as senior managers or board meetings so that the Welsh language is given full consideration in all discussions.
- Ensuring that our Welsh Language Champions, our Welsh Language Group representatives, use their position within the organisation to foster a positive attitude towards Cymraeg within their teams and directorates

Leaders are expected to model inclusive behaviours by creating psychologically safe environments where staff feel confident using Cymraeg, regardless of current ability.

4. Learning

Public Health Wales has a responsibility under the Welsh Language Standards to provide opportunities for our staff to learn Welsh, and to learn through the medium of Welsh (see Standards 97–101 in Appendix 1). Language is not acquired solely through a classroom or course; regular use and practice are necessary to embed learning and increase confidence. So, we need to ensure that there are opportunities for all to use the Cymraeg that they have, whatever level that may be.

5. Welsh-language courses

A wide range of Welsh-language learning opportunities are available to support staff in developing their Cymraeg, regardless of their starting level. These include online Cymraeg Gwaith introductory modules, virtual classroom courses delivered by Dysgu Cymraeg at every level, and full online self-study courses at Mynediad and Sylfaen levels, with a Canolradd course currently in development.

For those at Canolradd level and above, week-long intensive courses are available through Cymraeg Gwaith, offered both virtually and residentially. These include “Gloywi” courses designed to boost confidence in spoken Welsh and improve formal writing skills.

We actively encourage staff to pursue Welsh language learning during work hours wherever possible. Where evening classes are currently the only available option, local TOIL arrangements may apply. We'd like managers to treat Welsh language training like any other professional development opportunity, without defaulting to leave-based solutions.

5.1 Welsh Government Health and Social Care opportunities

In collaboration with Welsh Government and the National Centre for Learning Welsh, staff can access tutor-led sessions provided by a Learn Welsh provider, including beginner-level Croeso sessions and Blasu follow-on modules. Confidence-raising sessions are also available, offering a supportive environment for learners to practise and strengthen their Welsh language skills. These sessions are specifically provided for the Health & Care sector workforce in Wales.

5.2 Learn Welsh Action Plan

We recognise the importance of using the above sessions and courses to our advantage in increasing our internal Welsh capacity. As such, our measurable ambitions to strengthen the Welsh language further within the organisation are outlined in our annual [Welsh Language Standards Report](#).

We also have targets within our [Clinical Consultation Plan](#). Although the plan is primarily focused to improve our outward services, there are a number of internal capacity-building targets to support facilitation of our Clinical Consultation Plan aims.

The responsibility for reaching the targets outlined is multi-layered, with emphasis on the Welsh Language Team to tailor and promote the opportunities widely, but also Welsh Language Group members and line-managers to re-enforce messages to their staff.

We benefit from Welsh Government's subsidy of these courses, so that many of them are free for us to access; a small amount of additional budget is sourced to fund the rest.

Full details of these courses and how to register for one are available on the [Learning Welsh page](#) of the intranet Hwb. Staff have also been provided with a skills guide for self-assessing their Welsh language skills level.

We will continue to be open to new ways of learning and will enable our staff to access opportunities wherever we can.

6. Learning through the medium of Welsh

All statutory and mandatory training delivered through the Electronic Staff Record (ESR) system is now available in Welsh, reflecting our commitment to a truly bilingual working environment. This marks a significant improvement in response to previous concerns raised within the organisation about the lack of Welsh-language options for essential training.

Staff can now complete their core learning in the language of their choice, supporting both language rights and confidence in using Cymraeg in professional settings. This development helps to normalise the use of Welsh across all areas of the organisation and ensures that bilingualism is embedded not only in our communications, but also in our learning and development practices.

We will continue to be open to the needs of our staff to access learning on other matters through the medium of Welsh (see Standards 97 and 98 in Appendix 1) and will facilitate wherever practicable. We also provide materials to support this on our intranet Hwb (e.g. guidelines on using Welsh during Board meetings).

7. Supporting our learners

We consider the Welsh language to be an inclusion issue; we want our staff to feel comfortable and supported to speak Cymraeg both with colleagues and with other professional contacts, as well as on a social level. This includes creating psychologically safe environments where learners feel confident to practise without fear of judgement, and where mistakes are seen as part of the learning journey.

We have set up our Welsh Language Network, Ymlaen, to enable our Welsh-speaking colleagues to have a Welsh-medium forum. The network is open to all members of staff, whatever their Welsh language ability. This aims to provide a sense of community, model good practice in professional Welsh, enable Welsh-speaking colleagues to keep their work-based Welsh skills up to date and share knowledge and experience, and enable those less confident to use their developing skills in a supportive environment.

More socially, we encourage our learners to immerse themselves as much as possible in all-things Welsh language, including, but not limited to, attendance at Eisteddfods, Tafwyl and ad hoc Welsh language events.

Within the organisation, as a minimum, all staff at Public Health Wales have certain rights to use Welsh that are enshrined in the Welsh Language Standards (see Appendix 1), and we encourage colleagues to become aware of those and feel confident to exercise those rights.

We will work with colleagues in laboratories and screening centres who may not have day to day access to laptops and the intranet, to ensure that Welsh language activities, including learn Welsh and Ymlaen events, are accessible to them.

Supporting and giving our Welsh speakers and learners opportunities:

As an organisation, we will support our learn Welsh opportunities by:

- Asking our staff what opportunities they have to use their Welsh at work and how we can improve this for them
- Encourage Welsh speakers to improve their written Welsh skills by drafting in Welsh and using the support available via the Welsh Language Team to give feedback
- Ensuring all Welsh learners and speakers have access to Work Welsh badges, lanyards, uniforms and Teams background so their Welsh skills are visible to others, which will give opportunities to use and practice
- Continue to promote our buddy and mentoring schemes as well as opportunities to get together to use Cymraeg

8. Resources

All PCs and laptops in the Public Health Wales estate have the Microsoft Welsh pack installed as standard, so all staff have access to basic Welsh proofing tools on Office 365 applications. Instructions on how to access and enable these tools are available on the intranet Hwb.

The gold standard for Welsh-language spell-checking and grammar support continues to be the Cysgliad package from Canolfan Bedwyr in the University of Bangor, which is licensed for use across the NHS in Wales, and we recommend that this is installed on the systems of all who will be drafting writing in Welsh (whatever their reported standard of Welsh). The Standard Operating Procedures for installation of this are available on the [intranet Hwb](#), and we do not foresee any occasions on which IT should need to decline a request to install it.

Teams offers an automatic translation of text entered into its chat function, and instructions on how to use this to enable staff to comment in Cymraeg with colleagues who do not speak the language are available on the intranet

Hwb. The Teams platform also has the facility to bring a simultaneous interpreter in on a call, so that meetings can take place in Cymraeg and those who do not speak the language can still participate.

We do not encourage people to use machine translation (such as Google Translate) to translate English into Welsh, as the quality is not reliable. For internal use, what is important is that staff have the confidence to use their Cymraeg, whatever the level, naturally as part of their day-to-day activities and/or demonstrate respect for the language, and that is best achieved through writing and using Cymraeg rather than through translation.

There are a number of excellent Welsh dictionaries, corpora and tools available online, and details of these are included in the [Resources](#) section of the Welsh Language Hwb on the intranet. The "Iaith Gwaith" (Work Welsh) resources (lanyards and badges – see Standard 105 in Appendix 1) continue to be freely available to staff who speak or are learning Welsh via the Welsh Language Team: Welsh.PHW@wales.nhs.uk Electronic versions of the badge are available on the intranet Hwb, and staff are encouraged to adopt these for use in a digital environment, such as in email signatures and on Teams backdrops.

Clinical staff can also order embroidered Iaith Gwaith Alexander tunics. Staff should contact their Welsh Language Group representative from the hyperlink within section 2 to arrange this.

We will continue to seek out and embrace technological solutions to linguistic barriers as and when they become available within our current Digital Strategy.

At PHW employees can access a number of services through the medium of Welsh. Staff can:

- Receive their contract of employment and/or contract of services in Welsh.
- Receive any paper correspondence about their employment in Welsh.
- Receive any documents about their training needs/requirements, performance objectives and/or their career plan in Welsh.
- Receive any forms about annual leave, absences and/or flexible working in Welsh.

- Read staff policies in Welsh
- Receive an induction session to the Welsh Language at Public Health Wales from the Welsh Language Team.
- Undertake the complaints process in Welsh.
- Undertake the formal processes (grievance) within the Respect and Resolution Policy in Welsh
- Undertake the disciplinary process in Welsh.
- Undertake certain training in Welsh.
- Where possible, complete their My Contribution form in Welsh
- Read all internal news articles in Welsh
- Download Welsh language spell-check software e.g. Cysgliad.
- Register for a course to improve their Welsh, courtesy of PHW.
- Apply for PHW job vacancies in Welsh.

9. Translation

Translation plays a central part in our organisation's bilingual ethos, and the launch of PHW's Welsh Language Translation Request Portal in January 2025 marks a significant step forward in streamlining and enhancing our internal translation processes. The portal has introduced a range of practical benefits that improve efficiency, clarity and accessibility for staff. By replacing manual forms and spreadsheets with a user-friendly digital system, the portal saves valuable time and reduces administrative burden.

Its structured workflow ensures consistency and transparency, allowing users to track progress and manage deadlines more effectively. The built-in calendar feature supports realistic scheduling, while the automatic storage of request data enables better reporting and strategic planning. With a clear record of past translations, duplication is avoided and knowledge is retained, helping teams work smarter and more collaboratively.

In addition, bilingual templates for internal processes are now readily available, supporting staff to work bilingually with ease and confidence. This development not only strengthens our operational capacity but also reinforces our commitment to delivering high-quality bilingual services across the organisation.

We encourage our staff to use their Welsh language skills. As such, staff can use our in-house translation services to proofread small self-translated pieces of work.

As an organisation, we will ensure that translation plays a vital part in increasing our staff skills by:

- Ensuring our translation processes are clear and readily available to staff including translation timescales and any information the translator may need
- Promote bilingual drafting from the start, with support from the Welsh Language Team where this is needed
- Making use of simultaneous translation in some meetings but also encouraging bilingual meetings where Welsh learners can hear Welsh being spoken to enrich their skills .

10. Welsh-language culture

10.1 Welsh language Awareness

As part of their induction, all new staff will receive information about the Welsh language, its culture, and its importance within the health sector in Wales. To help everyone understand the role of the Welsh language in providing quality care and services, all staff are required to complete a Welsh Language Awareness course available on ESR.

In addition, staff are offered opportunities to attend Welsh language awareness sessions and workshops held across the organisation, helping to build confidence and understanding of how to support our bilingual workforce and the communities we serve.

10.2 Promotion and events

We run regular awareness-raising events through the year, to highlight the importance of the language, to signpost to the Welsh Language Hwb on the intranet as a source of support and information, to encourage staff to join the PHW Cymraeg Teams channel, and to invite people to contact People and Organisational Development with any queries they might have around the Welsh language. The Welsh Language Network, Ymlaen, plays a key role in awareness-raising activities.

These events will make use of established dates in the Welsh-language calendar, such as:

- Dydd Miwsig Cymru (February)

- Dydd Gwyl Dewi (March)
 - Eisteddfod yr Urdd (May)
 - Eisteddfod Genedlaethol (July/August)
 - Diwrnod Shwmae/Su'mae (October)
- Ymgyrch Defnyddia dy Gymraeg / Use your Welsh campaign
(November / December) Cymraeg (December)

10.3 Ymlaen – PHW's Welsh language staff network

Our Welsh language staff network, Ymlaen provides a space for staff to share how the organisation can best support them to use their Welsh language skills at work. The network helps drive initiatives that promote our bilingual culture, gives greater voice and visibility to the Welsh language across the organisation, and creates opportunities to connect staff from different teams, locations, and directorates.

Ymlaen also supports members to model Welsh-medium meetings in ways that are inclusive and beneficial for all. As such, the network is at the heart of our internal Welsh language at PHW and plays a crucial role in promoting the language and activities throughout the organisation.

As an organisation, we will celebrate the Welsh language and successes by:

- Holding an annual Wythnos y Gymraeg / Welsh Language Week around St Davids Day
- Taking part in at least 3 national and local events which celebrate Cymraeg and the use of Welsh such as the Defnyddia dy Gymraeg campaign, Diwrnod Shwmae etc
- Celebrate successes of individuals and teams within the organisation which have increased their use of Welsh
- Celebrating our Welsh learners by holding an annual event specifically

10.4 Linguistic courtesy

A number of organisations in Wales seek to enable all staff to demonstrate "linguistic courtesy", which is a basic level of understanding to ensure that they can pronounce Welsh names and place names correctly, give simple greetings, and use incidental Welsh. We will encourage all staff to embrace

this concept, and resources to inform and enable this will be available on our [intranet Hwb](#). It is an action for all Health Boards and Trusts in the [More Than Just Words](#) action plan for health and social care in Wales that all staff will have achieved this basic level of Welsh skills by 2027 – facilitated by the above Croeso sessions, we continue to progress this target.

11. Internal Communication & Awareness

The messages within this policy are clearly shared with staff to show that using Welsh is welcomed and encouraged at all levels.

Staff are regularly reminded that they are fully supported to use Welsh in their roles, and that the organisation values the language as an important part of its culture and day-to-day work.

To help achieve this, the organisation uses a range of internal communication methods. These include updates on the staff intranet, internal emails, and bilingual articles in staff bulletins as standard. The staff bulletin has also launched their weekly Welsh language word of the week newsletter segment, to further promote the language.

Information about the use of Welsh is also clearly displayed in office spaces and included in staff email signatures, reinforcing the message throughout the working environment.

Colleagues have the opportunity learn basic courtesy Welsh phrases and greetings, that they can then implement into their everyday communication and meetings via our Croeso and Blasu courses.

These communication methods are not only used to share the organisation's commitment, but also to inform staff about the practical support and resources available to help them use more Welsh. They are also used to encourage and motivate staff to use Welsh in different situations, whether speaking with colleagues, writing messages, or taking part in meetings.

As an organisation, we promote the internal use of Welsh to our staff by:

- Publishing a quarterly Cymraeg newsletter which promotes learn Welsh opportunities, upcoming events and useful tools for staff to use more Welsh in their roles
- Ensure our intranet home pages and other staff related pages are available in Cymraeg and English and that our Welsh Language Hwb pages remain in an accessible location

- Ensure all bilingual news stories, newsletters etc are published with the Welsh text first
- Promoting positive messages relating to Cymraeg and encouraging our workforce to feel pride in the language and in the culture of Wales.

12. Monitoring and review

Key indicators for this policy will include:

- Self-reported use of Welsh within work
- The percentages of staff at all levels of Welsh skill, as recorded on ESR and the number that change their levels after attending sessions and courses.
- Number of staff attending Ymlaen and Welsh language events.
- Number of staff starting, and completing, Welsh-language courses both online (Cymraeg Gwaith, Dysgu Cymraeg) and in person (with local learning providers).
- Compliance with the Welsh Language Standards relating to internal use of the language (see Appendix 1), as reported in the Welsh Language Standards Annual Report, published in September each year and as chartered by Directorates Welsh language action plans and reported in the Welsh Language Standards Annual Report, published in September each year.

13. Feedback, support and awareness raising

The policy and will be reviewed every three years or whenever a relevant change in legislation occurs.

We are continually looking to improve our employment practices and welcome any feedback you may have in relation to this policy. Feedback can be provided by emailing, Welsh.PHW@wales.nhs.uk.

All staff will be made aware of this policy upon commencement with Public Health Wales. Copies can also be viewed on the Public Health Wales internet site or obtained via the People and OD Team, PeopleSupport.PHW@wales.nhs.uk.

In the event that individuals need to use this policy, advice and guidance can be sought from Welsh.PHW@wales.nhs.uk and through engagement with Trade Union colleagues.

14. Equality and Welsh Language

An Equality, Welsh Language and Health Impact Assessment has been completed and has not identified any potential negative impacts (unintended consequences) or gaps.

This policy will be made available in Welsh on our Policy webpages.

15. Action Plan

Target	Action points	Persons responsible	Target date
We will support our leaders to use their Welsh to open and close meetings, messages and presentations in Welsh as much as possible and provide training for our leaders and managers on how to use their Welsh effectively.	Provide training / guidance for leaders so they have the tools and knowledge available to them	Welsh Language Team Welsh Language Group members to share	April 1 st 2026
We will support our leaders to include Welsh as an ongoing agenda item for meetings such as senior managers or board meetings so that the Welsh language is given full consideration in all discussions.	Welsh Language Team to ensure this is actioned by Welsh Language Group members	Welsh Language Team Welsh Language Group Board and Business Unit	December 2026
Ensuring that our Welsh Language Champions, our Welsh Language Group representatives, use their position within the organisation to foster a positive attitude towards Cymraeg within	Welsh Language Team to share guidance on what is a champion with group members	Welsh Language Group	August 2026

their teams and directorates			
Asking our staff what opportunities they have to use their Welsh at work and how we can improve this for them	Create a bespoke questionnaire for PHW staff or enquire if questions can be built into existing questionnaires	Welsh Language Team Well being lead	October 2026
Encourage Welsh speakers to improve their written Welsh skills by drafting in Welsh and using the support available via the Welsh Language Team to give feedback	Guidance to be shared by the Welsh Language Team	Translation Coordinator	Summer 2026
Ensuring all Welsh learners and speakers have access to Work Welsh badges, lanyards, uniforms and Teams background so their Welsh skills are visible to others, which will give opportunities to use and practice	Move our current promotion of Work Welsh (and other) staff resources to a more prominent place on the Welsh Language intranet site for better accessibility and visibility	Welsh Language Team	December 2025
Continue to promote our buddy and mentoring schemes as well	Prepare experience stories from those who have already	Welsh Language Team	Promotion on a quarterly basis

as opportunities to get together to use Cymraeg	benefited from the scheme	Buddies who have already taken part in the scheme	
Ensuring our translation processes are clear and readily available to staff including translation timescales and any information the translator may need	Continue to ensure the translation intranet page is up to date	Translation Coordinator	Ongoing
Promote bilingual drafting from the start, with support from the Welsh Language Team where this is needed	Guidance to be prepared and shared with Communications colleagues first and then wider staff group	Welsh Language team / Translation Coordinator	April 1 st 2026
Making use of simultaneous translation in some meetings but also encouraging bilingual meetings where Welsh learners can hear Welsh being spoken to enrich their skills .	Arrange simultaneous translation as needed for meetings and events	Ymlaen Co chairs Translation Coordinator	Ongoing
Holding an annual Wythnos y Gymraeg / Welsh Language Week around St Davids Day	Week held around Dydd Gwyl Dewi Mixture of online and in person events and news stories	Ymlaen Co Chairs Staff networks support staff Welsh Language Team	March 1 st annually

<p>Taking part in at least 3 national and local events which celebrate Cymraeg and the use of Welsh such as the Defnyddia dy Gymraeg campaign, Diwrnod Shwmae etc</p>	<p>Arrange events and work collaboratively with NHS Wales partners to hold events</p>	<p>Ymlaen Co chairs Welsh Language teams across NHS Wales</p>	<p>Ongoing</p>
<p>Celebrate successes of individuals and teams within the organisation which have increased their use of Welsh</p>	<p>Look for celebratory stories mentioned in annual reporting templates</p> <p>Celebrate internally with news stories</p> <p>Celebrate externally by sharing on social media and in the More Than Just Words newsletter</p>	<p>Welsh Language Team Welsh Language Group members</p>	<p>Ongoing</p>
<p>Celebrating our Welsh learners by holding an annual event specifically</p>	<p>Ensuring we keep a record of all our Welsh learners</p> <p>Raising awareness with Welsh learners of the celebratory event</p> <p>Arrange an annual event</p>	<p>Ymlaen Co Chairs Welsh Language Team</p>	<p>Every Summer / Autumn</p>
<p>Publishing a quarterly Cymraeg</p>	<p>Quarterly newsletter collated and</p>	<p>Welsh Language Team</p>	<p>Quarterly</p>

newsletter which promotes learn Welsh opportunities, upcoming events and useful tools for staff to use more Welsh in their roles	drafted by the Welsh Language Team Collect stories and information internally and externally	Welsh Language Group members to bring stories to the team	
Ensure our intranet home pages and other staff related pages are available in Cymraeg and English and that our Welsh Language Hwb pages remain in an accessible location	Internal Communications Team and Welsh Language Team to hold regular audit of pages	Internal Communications Team Welsh Language Team	Ongoing
Ensure all bilingual news stories, newsletters etc are published with the Welsh text first	Communications team to ensure this happens for all news stories	Internal Communications Team	Ongoing
Promoting positive messages relating to Cymraeg and encouraging our workforce to feel pride in the language and in the culture of Wales.	Regular messaging is shared around the Welsh language	Welsh Language Team Welsh Language Group members Organisation leaders Communications team All staff	Once a month



[Mae'r ddogfen hon hefyd ar gael yn Gymraeg](#)

[This document is also available in Welsh](#)

Appendix 1: Welsh Language Standards applying to the internal use of Welsh within PHW

Operational standards

79	You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.
80	When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.
81	You must ask each employee ("A") whether A wishes to receive any of the following in Welsh, and if A wishes to receive one or more in Welsh you must provide it (or them) to A in Welsh - (a) any paper correspondence that relates to A's employment, and which is addressed to A; (b) any documents that outline A's training needs or requirements; (c) any documents that outline A's performance objectives; (ch) any documents that outline or record A's career plan; (d) any forms that record and authorise annual leave; (dd) any forms that record and authorise absences from work; (e) any forms that record and authorise flexible working hours.
82	If you publish any of the following, you must publish it in Welsh - (a) a policy relating to behaviour in the workplace; (b) a policy relating to health and well-being at work; (c) a policy relating to salaries or workplace benefits; (ch) a policy relating to performance management; (d) a policy relating to absence from work; (dd) a policy relating to working conditions; (e) a policy relating to work patterns.

83	<p>You must allow and state in any document that you have that sets out your procedures for making complaints that each member of staff may -</p> <ul style="list-style-type: none"> (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.
84	<p>If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must -</p> <ul style="list-style-type: none"> (a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh or, if necessary, with the assistance of a simultaneous or consecutive translation service from Welsh to English.
85	<p>When you inform a member of staff (A) of a decision you have reached in relation to a complaint made by A, or in relation to a complaint made about A, you must do so in Welsh if A -</p> <ul style="list-style-type: none"> (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about A, (c) asked for a meeting about the complaint to be conducted in Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint.
86	<p>You must -</p> <ul style="list-style-type: none"> (a) allow and state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.
87	<p>If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or to her conduct you must -</p> <ul style="list-style-type: none"> (a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and (b) if the member of staff wishes for the meeting to be conducted in

	Welsh, conduct the meeting in Welsh, or if necessary with the assistance of a simultaneous or consecutive translation service from Welsh to English.
88	When you inform a member of staff ("A") of a decision you have reached following a disciplinary procedure, you must do so in Welsh if A - (a) responded to allegations made against A in Welsh, (b) asked for a meeting regarding the disciplinary procedure to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary procedure.
89	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).
90	You must ensure that - (a) the text of each page of your intranet is available in Welsh, (b) every Welsh language page on your intranet is fully functional, and (c) the Welsh language is treated no less favourably than the English language on your intranet. You must comply with standard 90 in relation to pages on your intranet that relate to the matters within the following operational standards: <ul style="list-style-type: none"> ○ the use of the Welsh language within your internal Administration; ○ complaints made by staff; ○ disciplining staff; ○ developing skills through planning and training the workforce; and ○ recruiting and appointing.
91	You must ensure that - (a) the text of the homepage of your intranet is available in Welsh, (b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet.

93	If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page.
94	You must designate and maintain a page (or pages) on your intranet which provides services and support material to promote the Welsh language and to assist your staff to use the Welsh language.
95	<p>You must provide the interface and menus on your intranet pages in Welsh.</p> <p>You must comply with standard 95 in relation to the following:</p> <ul style="list-style-type: none"> ○ any page or homepage on your intranet that is available in Welsh in accordance with standards 90 and/or 91; ○ any page you designate and maintain on your intranet in accordance with standard 94.
96	You must assess the Welsh language skills of your employees.
97	<p>You must provide opportunities for training in Welsh in the following areas, if you provide such training in English –</p> <ul style="list-style-type: none"> (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety.
98	<p>You must provide opportunities for training in Welsh on using Welsh effectively in -</p> <ul style="list-style-type: none"> (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.
99	<p>You must provide opportunities during working hours -</p> <ul style="list-style-type: none"> (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.

100	You must provide opportunities for employees who have completed basic Welsh language training to receive further training, free of charge, to develop their language skills.
101	You must provide opportunities for employees to receive training, free of charge, to improve their Welsh language skills.
102	You must provide training courses so that your employees can develop - (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture); (b) an understanding of the duty to operate in accordance with the Welsh language standards; and (c) an understanding of how the Welsh language can be used in the workplace.
103	When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.
104	You must provide - (a) wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language, and (b) wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to email messages.
105	You must - (a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and (b) promote the wearing of the badge to members of staff.
111	When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs), or (b) publish or display a notice in your workplace; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as the corresponding English language text or on a separate sign or notice), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.

112	When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs); or (b) publish or display a notice in your workplace; which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.
113	You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression.
114	When you make a recorded announcement in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.