

Delivering the actions in the More than just words Plan 2022-27: For the period April 2025 – March 2026

Organisation	lechyd Cyhoeddus Cymru / Public Health Wales
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Completed by:	Tîm y Gymraeg / Welsh Language Team	Date: September 2026
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Where information is included within our Welsh Language Standards Annual Report 2025 – 2026, a copy of this can be accessed here: [Y Gymraeg - lechyd Cyhoeddus Cymru](#) / [Welsh Language - Public Health Wales](#)

KEY DATA:	When citing any statistics / data, please provide a corresponding reporting date / time period.
Welsh Language Skills of staff	This information can be seen under Standard 116 within our Welsh Language Standards Annual Report
Number of staff completing training	Courtesy Course Confidence Building Course Welsh Language Awareness Course Information on the number of staff taking part in learn Welsh activities can be seen under Standards 96 – 103 within our Welsh Language Standards Annual Report
Patient / Service User Surveys e.g. secret shopper surveys	Number and details of surveys Feedback Actions taken in response to feedback Information on service user surveys (Civica) can be seen in under Standard 36 within our Welsh Language Standards Annual Report. During auditing exercises in 2025 – 2026, the Welsh Language Commissioner recorded high compliance for Public Health Wales across our Screening phone lines and our Social media channels.

Ref	Description of Short Term and Medium Term Action	Guidance for completing the response	Lead Accountability	Progress Report for 2025/26 (reporting period 1/4/25 – 31/3/26): What new and additional activities were delivered during 2025/26?	Examples of good practice / work done in partnership.
Culture and Leadership					
1	We'll set personal performance objectives to ensure the delivery of More than just words so that the Active Offer is embedded in annual objectives of sector leaders, cascaded throughout organisations and considered in relevant individual appraisals at all levels. This will include Chairs of NHS boards and the Directors of Social Services report (Annual Council Reporting Framework). <i>(Short term)</i>	This was a short term action. There are now requirements in place for the Chairs of NHS Boards and the Directors of Social Services to have specific objectives in relation to supporting the implementation of Mwy na geiriau and the Active Offer. Health bodies / social services do not need to provide an update for the 2025/26 report (unless there are specific developments they wish to share as	Welsh Government for 2025/26.	No update needed from Public Health Wales for 2025 – 2026 Update from NHS Performance and Improvement Compliance Team Welsh language assurance is given to our Managing Director via the NHS Datix system and monitoring through the Senior Leadership Team and the monthly meetings with the Public Health	

		good practice) as Welsh Government will review progress against objectives at the end of the year.		Wales Welsh Language Team.	
2.	Over time, we expect all health and social care staff to gain an appreciation of the positive difference that learning and using Welsh can make to the care experience. In the meantime we'll bolster language awareness courses with a behavioural science communications approach so that everything we say about Cymraeg as leaders, and as organisations and partnerships contributes to this strategy. This approach will build on the training and on the positive narrative outlined in the plan. <i>(Short to medium term)</i>	HEIW and SCW to provide a response – on the work they are taking forward to support this agenda. We request that health bodies and social services also provide information on how they are supporting this action, and good practice they want to share regarding the promotion of the Welsh language across all settings.	Welsh Government / HEIW / SCW	Please see the information included in our Welsh Language Standards Annual Report under Standard 102 on Welsh Language Awareness training and standard 79 on the activities held by the Ymlaen staff network. Both of these sections provide details on the work being done to deliver sessions to staff to raise awareness of the Welsh Language and our strong bilingual culture within the organisation. The Welsh Language Team have plans in place during 2026 – 2027 to hold a series of Welsh language sessions for the	

				Behavioural Sciences Unit with the first session taking place in June.	
3	We'll expect those in leadership roles to take part in our Leading in a Bilingual Country programme. This programme works towards embedding the spirit of Cymraeg 2050 in organisational culture and policymaking. All too often, Welsh is viewed as just an issue of translation or as a 'tick box' in policy development. This values-based programme goes beyond understanding the possible impact of language on all aspects of our work to using what levers we have to increase its use. <i>(Medium term)</i>	Welsh Government is exploring how to take forward a "train the trainer" approach to the future delivery of the Leading in a Bilingual Country Programme. No further response needed at this stage – unless there are specific examples of how outputs from the Leading in a Bilingual Country Programme are continuing to make a difference to leadership roles in the organisation; and / or there have been leadership programmes / training that have been delivered by health and social care bodies focusing specifically on leadership in a bilingual context.	Chairs and Chief Executives of health and social care bodies	Our leaders hope to take part in the Leading in a Bilingual Country training opportunity when the next cohort starts.	As part of our Welsh language training provided by our external supplier HICO, Welsh Language for Managers and Defnyddio'r Gymraeg yn Effeithiol / Using Welsh Effectively sessions have been held for people managers and leaders across the organisation. Further information is in our Welsh Language Standards Annual Report under standards 96-103.

Theme 1: Welsh language planning and policies including data					
5	Identify and develop research and data that will strengthen our understanding and knowledge based on the experiences of Welsh language speakers accessing and receiving services, to support evidence-based policy and Welsh language planning in health and social care. This to include ability to provide bilingual services and to evidence how More than just words supports improved outcomes for individuals. (This action aligns with the work set out in section 4 on mapping the data and creation of the dashboard) (<i>Medium term</i>)	Welsh Government has commissioned Alma Economics to identify key data on Welsh Language in health and social care which will help to identify data gaps in relation to monitoring outcomes, impact and progress. Health and social care bodies are asked to provide results of surveys of patient experiences of accessing and receiving services such as Mystery Shopper etc. Llais / universities / health and social care think tank organisations to highlight developments that look to strengthen our understanding and knowledge of the experiences of Welsh language speakers accessing and receiving services.	Welsh Government / Universities, Citizen Voice Body for health and social care and think tanks	Please see the information included in our Welsh Language Standards Annual Report under Standard 36 on Service User Surveys and Standard 110 on our Clinical Consultation Plan for an example of feedback received from a service user.	

6	Develop tools to support mainstreaming Welsh Language considerations into planning and policies especially in the priority areas and high levels of interactions with services. This to include establishing Welsh language care pathways for vulnerable individuals in identified priority groups such as older people, children, mental health, speech therapy, learning difficulties, and stroke services. (Long term)	Welsh Government has worked collaboratively with the Office of the Welsh Language Commissioner to establish a new strategic Health Forum with the health sector aimed at improving clinical care services through the medium of Welsh. Health and social care bodies are asked to provide evidence of Welsh language care pathways for the priority groups particularly, or any new mainstreaming tools.	Welsh Government / Health and social care bodies	Please see the information included in our Welsh Language Standards Annual Report under Standard 110 on our Clinical Consultation Plan and the developments we've made internally in this area over the last year. Update from the Mental Health Team at NHS Wales Performance and Improvement: The Strategic Programme for Mental Health (SPMH) supported the Welsh language considerations through the Mental health Leadership Exchange event held in Swansea from 24–26 March. All registrants were proactively asked whether they wished to participate in Welsh. n. All	
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				conference materials, including invitations, agendas, programme booklets and implementation workbooks, were produced bilingually, with Welsh titles and headings used throughout presentations. While SPMH does not deliver clinical services or care pathways, the event was used to reinforce Welsh language awareness and person-centred practice within leadership, planning and mental health service improvement activity.	
7	Ensure national planning and guidance for health and social care is clear on Welsh language planning requirements, implementation and measuring delivery of outputs. This to include Integrated Medium Term Plans (IMTPs) and regional population needs assessments. <i>(Short term)</i>	Welsh Government will provide the update for this action. Welsh Language is included in the National Planning Guidance for Health Boards. Integrated Medium Term Plans (IMTPs) will be	Welsh Government	No update needed from Public Health Wales for 2025 – 2026	

		reviewed by Welsh Government and officials will continue to focus on More than just words priorities as part of Integrated Quality, Planning and Delivery (IQPD) meetings.			
8	An agreed national framework for the collection and collation of data on the language skills of all staff working in health and social care in Wales will be developed and implemented. This should be mandatory wherever possible and would need to align with systems and approaches currently in place for the collection, collation of data across the health and social care sectors including services that are provided in Welsh (<i>Medium term</i>)	Health and social care bodies should provide an overview of how they are currently collecting and collating data on the language skills of all staff (as well as key data for the reporting period).	HEIW / SCW / DHCW / health and social care bodies including independent primary care contractors.	Please see the information included in our Welsh Language Standards Annual Report under Standard 116 on the Welsh Language skills of our staff. Information on the Welsh language skills of NHS Wales Performance and Improvement is also available in Appendix 1 of the report.	
9	An annual report will be prepared by an appropriate body to bring together the data relating to the health and social care workforce. This report could be prepared and published by Statistics for Wales. The published report should be publicly available with a further	Welsh Government will work with HEIW and SCW to provide the update for this action. Health bodies / social services do not need to provide an update on	HEIW/SCW, health and social care bodies	No update needed from Public Health Wales for 2025 – 2026	

	level of granular detail available as appropriate to those bodies responsible for the workforce in different contexts e.g. HEIW, SCW, Health Boards. (Short/medium term)	this action for the 2025/26 report.			
10	That action 30 of the 'Health and Social Care Workforce Strategy' – to develop workforce planning guidance for Welsh language skills identification and development in the health and social care workforce – is progressed at the earliest opportunity. This guidance should consider the required number of staff with Welsh language skills, and the nature of those skills, in different health and social care contexts and within the priority areas of need identified. The guidance is used as part of annual workforce planning by Health Boards, Local Authorities, HEIW, Social Care Wales and other employers as appropriate. Furthermore, that the guidance informs the work of the relevant regulators and inspectorate as appropriate (Short term)	The HEIW Workforce Planning for the Welsh Language Guidance has been published. Health and social care bodies should provide examples of how this guidance has been used across different settings / policies.	HEIW / Social Care Wales	Please see the information included in our Welsh Language Standards Annual Report under Standard 106 on recruitment, which includes an update on our workforce planning processes and developments during 2025 – 2026, including how we've used the HEIW guidance. In addition to the information included in our annual report, an analysis of our workforce data indicates that over the next 2 years, we have set the target to enrol circa 1400 individuals onto the Croeso course. This will support us to meet the Welsh	As a result of the org-wide workforce planning approach introduced at Public Health Wales, we have identified a positive case study in the Digital Communications team. When developing their workforce plan, the team identified some workforce challenges, including duplication of effort and a lack of consistency across processes. To address this, they explored the introduction of a new structure to help streamline work and increase Welsh language skills to enhance the team's ability to meet future priorities. As part of this

				Government's expectation that all staff attain 'courtesy level' skills. Due to the number of staff who have already attended however, this target is not achievable by 2027 (see action 17 below) In addition to this, 41 of our current Welsh speaking colleagues will attend the confidence building course, which aims to encourage the use of their skills in the workplace. Update from NHS Performance and Improvement Compliance Team NHS Wales Performance and Improvement is in the early stages of aligning its approach to workforce planning with the Welsh language guidance published by HEIW.	process, the team reviewed Welsh language requirements such as the Welsh Language Standards and the 'More than just words' framework. They also looked at Public Health Wales' strategic priorities alongside the Digital Communications team's short, medium, and long-term objectives. To understand external influences, they reviewed the organisation's PESTEL analysis and looked at skills and capabilities within the team, which highlighted clear gaps. One significant finding was the insufficient Welsh language skills within the social media team to meet predicted future demand. The team also considered upcoming
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				While formal application of the guidance is still developing, existing organisational practice demonstrates alignment with its core principles. Workforce considerations linked to Welsh language delivery include supporting an increase in roles requiring Welsh language skills and ensuring staff are equipped with the appropriate resources, guidance and confidence to deliver bilingual services. Welsh language considerations are also being incorporated into broader organisational activity, including workforce development planning, service design and	workforce changes, such as the end of fixed-term contracts and potential retirements. After evaluating the pros and cons, the team concluded that this was the optimal time to implement structure changes and focus on the recruitment of Welsh language skills into the team. It was found that advertising vacancies as “Welsh language essential” did not limit the talent pool. In fact, the quality of applications improved, and the essential Welsh language criteria enabled more effective shortlisting. The Welsh language team offered support throughout the recruitment process. As a result, over the past two years, the Communications team have successfully recruited 4–5 Welsh language essential
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				transformation, and equality and standards compliance. This supports the principle that workforce capability is integral to the delivery of the Active Offer and bilingual services. This approach provides a foundation for more structured application of the HEIW guidance. There is a recognised opportunity to strengthen the explicit use of the guidance within workforce planning processes, alongside improving the systematic capture and sharing of evidence and emerging practice.	posts, which has positively influenced team culture and new ways of working. Other teams across PHW are now developing their workforce plans to help address similar workforce challenges.
11	The importance of the Active Offer in planning and delivering quality services to be included in the guidance and reporting requirements for the Duty of Quality and refreshed health and	Welsh Government will update on this action. The Duty of Quality has been introduced and the importance of the Active Offer was	Welsh Government	No update needed from Public Health Wales for 2025 – 2026	

	care standards. The Health and Social Care (Quality and Engagement) (Wales) Act ('the Act') became law on 1 June 2020 with its full implementation to be completed by spring 2023. This includes reframing and broadening the existing duty of quality on NHS bodies. <i>(Short term)</i>	included in the statutory guidance published in April 2023.			
12	The importance of the Welsh language in planning and delivery to be included as a cross-cutting theme within the revised National Outcomes Framework and progress reports to be incorporated into the development of the More than just words accountability arrangements including the dashboard. <i>(Medium term)</i>	Welsh Government will update on this action. Work on the outcomes framework has been paused. As noted above: Integrated Medium Term Plans (IMTPs) have been reviewed by Welsh Government and officials will continue to focus on Mwy na geiriau priorities as part of Integrated Quality, Planning and Delivery (IQPD) meetings.	Welsh Government	No update needed from Public Health Wales for 2025 – 2026	
Theme 2: Supporting and developing the Welsh language skills of the current and future workforce					
13	Health and social care organisations to identify workforce skills gaps in key areas and develop plans to address them. This will be embedded in workforce and	Health and social care bodies should provide examples of how they have identified workforce skills, where the gaps exist, and	Health and social care bodies, HEIW and SCW	Please see the information included in our Welsh Language Standards Annual Report under Standard 106 on	Please see the good practice example in action 10 from the Digital Communication Team at Public Health Wales.

	skills plans developed and delivered within individual organisations and involve close working with HEIW and SCW. (Medium term)	whether they have plans in place to address them.		recruitment, which includes an update on our workforce planning processes and developments during 2025 – 2026 and information included under Standard 110 on our Clinical Consultation Plan. Information on workforce planning targets relating to learn Welsh opportunities can be seen under action 10 above. Our 4 Screening divisions included in our Clinical Consultation Plan have a workforce planning target to increase the Welsh language skills of their staff by 10% by 2027. The Welsh Language Team are working closely with the divisions to monitor progress with this target and	
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				provide support as needed.	
14	We'll expect all NHS and social care colleagues to follow a language 'awareness' course which will explain how important Cymraeg is in service delivery and as a patient need. Following the introduction of Welsh language awareness training for all health and social care professional, we'll expect that this training is provided across all disciplines for trainees and introduced as part of the induction process for new employees in the health and social care workforce who have not already undertaken the training. <i>(Medium term)</i>	Health and social care bodies should provide key data on take up of Welsh Language Awareness Courses. This includes data on providing the course as part of the induction process.	Health and social care bodies	Please see the information included in our Welsh Language Standards Annual Report under Standard 102 on Welsh Language Awareness training which includes data on the number of staff having completed the online module and the number of additional Welsh Language Awareness sessions offered by the Welsh Language Team during 2025 – 2026. Data for NHS Wales Performance and Improvement on the ESR training module can be seen in Appendix 1.	
15	The National Centre for Learning Welsh develop further their plans to offer Welsh language training to the health and social care sectors and provide an enabling environment on the use of Welsh in	National Centre for Learning Welsh to provide an update on key actions, take up of specific courses, and outcomes.	Welsh Government / National Centre for Learning Welsh	The Welsh Language Team at Public Health Wales have worked closely and strategically with the National Centre for Learning Welsh over	

	workplaces. This should complement informal language learning through on-line tools and apps to be made available across the sector. It could be modelled on recently announced developments for the education workforce. This should include tailored provision to support practice in health and social care and identify opportunities (along with relevant employers) to support staff confidence to make more use of their Welsh language skills (at whatever level) in the workplace. We further recommend that Welsh Government explore what resources are required to deliver adequate support for such a scheme including supporting employers to release key staff to undertake substantive Welsh language learning. (<i>Medium term</i>)	Health and social care bodies are asked to describe how they've worked strategically with the National Centre for Learning Welsh to meet their own priorities.		the past year to ensure learn Welsh courses have been provided for Public Health Wales and NHS Wales Performance and Improvement staff. Please see the information included in our Welsh Language Standards Annual Report under Standards 96 - 103 on staff training which includes information on all learn Welsh opportunities and data on the number of staff who have taken part. As the Croeso sessions have been embedded into Directorate workforce planning targets to support us to meet the More Than Just Words target, please also see the information included in Standard 106 on recruitment and workforce planning.	
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16	Organisations to define the level of Welsh language skills required in all job adverts as per best practice in some health boards and local authorities <i>(Medium term – guidance to be developed and shared in the short term)</i>	All health and social care bodies to provide an update on work being taken forwards to define Welsh language skills required in all job adverts, as well as key data on whether posts are being advertised as Welsh desirable and Welsh essential.	Health and social care bodies	Please see the information included in our Welsh Language Standards Annual Report under Standards 106 for information on our recruitment processes and how Welsh language skills are defined for roles. Please also see information included under standard 117 for the data on the Welsh language skills requirement for new and vacant posts during 2025 – 2026.	
17	Gradual introduction of a minimum “courtesy” level of Welsh language skills making staff more aware of positive impact that learning and using Welsh can have on individuals accessing and receiving health and social care services. By the end of the life of this plan, all staff working in health and social care should have courtesy level Welsh. <i>(Short term- introduction)</i>	National Centre for Learning Welsh to provide data on the new courtesy course (as part of the health and social care scheme) and take up across the organisations. Health and social care bodies to also provide information on other courtesy courses being developed (not by the	National Centre for Learning Welsh Health and social care bodies	Please see the information included in our Welsh Language Standards Annual Report under Standards 96 - 103 on staff training which includes information on all learn Welsh opportunities and data on the number of staff who have taken part.	

		National Centre for Learning Welsh) and delivered locally, and key data on take up.		As the Croeso sessions have been embedded into Directorate workforce plans to support us to meet the More Than Just Words target, please also see the information included in Standard 106 on recruitment and workforce planning. Even though the courses provided by Coleg Cambria have been available to staff since January 2025 and have been widely promoted, only 91 members of staff across Public Health Wales and NHS Wales Performance and Improvement have attended so far. While this represents positive engagement, it is not sufficient for us to meet the More Than Just	
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				Words target by 2027 if we continue at the current rate. We welcome further conversations with Welsh Government on this over the next year in addition to the action we will take in PHW.	
18	Organisations to develop and implement a targeted Welsh language training and workforce strategy – with initial focus on addressing gaps in More than just words key priority areas and those who lack confidence (need to consider the potential for working with team leaders / managers /employers to also create the conditions for individuals to use their Welsh) <i>(Medium term)</i>	Health boards to provide an update on work to support the delivery of Standard 110, and how they are increasing the use of Welsh across clinical settings.	Health and social care bodies	Please see the information included in our Welsh Language Standards Annual Report under Standard 106 on recruitment, which includes an update on our workforce planning processes and developments during 2025 – 2026. Please also see the information included in the report under Standard 110 on our Clinical Consultation Plan. Our 4 Screening divisions included in our Clinical Consultation Plan have a workforce	

				planning target to increase the Welsh language skills by 10% by 2027. Some Screening divisions have been more successful than others in recruiting Welsh speakers and information regarding skill location and gaps has been shared with the Welsh Language Commissioner's office in April 2026. The Welsh Language Team are working closely with the divisions to monitor progress with this target and provide support as needed.	
19	Instigate a national awareness and promotion campaign to make staff more aware of the positive difference that learning and using Welsh can make to the services they provide. This to include recruitment campaigns articulating the importance of the Welsh language. The campaigns to involve role models and case	Health and social care bodies to provide information on promotion campaigns they are delivering to raise awareness of the difference learning Welsh can make. This should include case studies and awards	Welsh Government/ SCW and HEIW	While we do not currently deliver formal campaigns or awards to raise awareness of the importance and difference learning Welsh can make, our Ymlaen staff network do hold regular	

	studies on the difference use of Welsh has in improving outcomes for individuals. (<i>Medium term</i>)	which feature the Welsh language.		events for all staff across the NHS in Wales to raise awareness of learning Welsh and the variety of opportunities available. Examples of this are the events we held as part of Wythnos y Gymraeg / Welsh Language Week 2026 with Dr Cymraeg (Stephen Rule) and an in-person event in our office with Alun Saunders as well as a trip to the Senedd to celebrate our Welsh learners who had completed a 30-week course. Further details can be seen in our Welsh Language Standards Annual Report under standard 79 on the Internal Use of Welsh.	
20	Careers Wales / HEIW and SCW to promote the importance and opportunities Welsh language skills can provide within careers in health and social care utilising	HEIW to provide information on Tregyrfa, including data on numbers accessing the site.	Careers Wales / HEIW and SCW / health and care bodies	Welsh-Medium Careers Fayre In June 2025, we once again attended	

	the Tregyrfa portal resources and through roadshows and engagement sessions with young people. (Short/medium term)	HEIW to also provide information on roadshows and engagement events held with educational institutions. Careers Wales to provide information on initiatives promoting the importance of Welsh language skills in health and social care careers, including data on attendee numbers for any events / roadshows / engagement sessions. Health and care bodies to provide information on roadshows and engagement with young people, including data on attendee numbers.		a careers fayre for Welsh-medium schools in South Wales. Engaging with Year 12 students from Welsh-medium schools provided a valuable opportunity to showcase the wide range of career opportunities available within the NHS where Welsh skills are vital. Eisteddfod 2025 We joined our NHS Wales and Welsh Government colleagues on the Gwasanaeth Iechyd Gwladol / National Health Service stall at the National Eisteddfod in Wrexham where we promoted our services and careers within the NHS.	
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				Further information can be seen in our Welsh Language Standards Annual Report under Standards 60-62 on Promoting our Services.	
21	HEIW, MEDR and SCW to monitor the numbers of bilingual students being trained as health and social care professionals each year in line with the agreed framework for measuring Welsh language skills, and publish the data annually. This could reflect or develop upon requirements that are already in place in relation to HEIW contracts, SCW monitoring and / or HESA data. In relation to publishing the data we recommend that a specific table is included in the annual Statistics Bulletin – Welsh in Higher Education Institutions to report on this data. This data to also be incorporated in the dashboard development set out under Section 4 <i>(Short term)</i>	HEIW / MEDR / SCW to provide data on the numbers of bilingual students being trained as health and social care professionals – in line with findings and recommendations from the work being undertaken by Alma Economics.	HEIW / MEDR / SCW	No update needed from Public Health Wales for 2025 – 2026	
22	Welsh Government monitor the number of bilingual learners and apprentices undertaking Health and Social Care courses and/or	Welsh Government to include the latest data in the Annual Report 2025/26.	Welsh Government	No update needed from Public Health Wales for 2025 – 2026	

	apprenticeships each year in line with the agreed framework for measuring Welsh language skills and publish the data annually. This data to also be incorporated into the dashboard development set out under Section 4. <i>(Short term)</i>				
23	Welsh Government / MEDR have established a benchmark for bilingual provision i.e. that one third of a course (at least) is available in Welsh. Such a benchmark allows students who are confident in Welsh to undertake part of their course through the medium of Welsh and to develop a level of confidence to work bilingually. This also reflects international best practice e.g. University of Helsinki Medical School. HEIW / SCW to work with universities in Wales and the Coleg Cymraeg Cenedlaethol to identify any courses where students cannot at present study one third of their health and social care courses bilingually and take appropriate action to ensure that bilingual provision is offered on every health and social care course in Wales. Appropriate consideration is also	Coleg Cymraeg Cenedlaethol to update on the number of undergraduate courses in the areas of health and care. This to include information on health and social care courses where students cannot study one third of the course in Welsh.	HEIW / SCW / Coleg Cymraeg Cenedlaethol	No update needed from Public Health Wales for 2025 – 2026	

	given to placements and support provided for students to undertake bilingual placements as part of their training. (Short term)				
24	Welsh Government consider what incentives (financial or otherwise) may be offered to students undertaking an element of their course through the medium of Welsh. Incentives are already offered in relation to the Education workforce. (Short term)	Welsh Government has recently consulted on the NHS Wales bursary scheme. An update on the outcome of this consultation will be included in the Annual Report.	Welsh Government	No update needed from Public Health Wales for 2025 – 2026	
25	Consideration is given to expanding the highly successful Doctoriaid Yfory scheme which supports prospective students to apply successfully to medical school, to encompass all health and social care professions where the application process for University study is competitive. More broadly Welsh Government to consider whether such a scheme may assist pupils from deprived backgrounds to apply successfully to study medicine and other subjects. (Short term)	The Doctoriaid Yfory Scheme has now been extended to more general health and social care career including dentistry. Welsh Government will consider opportunities for further promoting the scheme. Coleg Cymraeg Cenedlaethol to provide latest data on take up.	Welsh Government / Coleg Cymraeg Cenedlaethol	No update needed from Public Health Wales for 2025 – 2026	
26	Every provider of health and social care training in Wales prepares a medium-term plan on developing Welsh language awareness and bilingual skills of	HEIW and Coleg Cymraeg Cenedlaethol to provide an update on work being taken	Welsh Government / Coleg Cymraeg Cenedlaethol / HEIW	No update needed from Public Health Wales for 2025 – 2026	

	their students and submits the plan within 12 months to the relevant commissioning / accrediting / regulatory body. These should include details of the teaching capacity required to deliver bilingual programmes as required. Welsh Government to consider the role Coleg Cymraeg Cenedlaethol could have to review and provide feedback and advice to the relevant bodies on the medium term plans. <i>(Short term)</i>	forwards to progress this action.			
27	Welsh Government to review the plans developed under Action 30 of the Health and Social Care Workforce Strategy and take appropriate action to support the development of bilingual teaching capacity and where appropriate, provide suitable resources to support these developments. <i>(Short term)</i>	Welsh Government will provide the update for this action in collaboration with HEIW and SCW.	Welsh Government / SCW / HEIW	No update needed from Public Health Wales for 2025 – 2026	
28	Coleg Cymraeg Cenedlaethol is tasked with undertaking a review of bilingual provision in health and social care across the FE and apprenticeship sector and making recommendations as appropriate as to further steps required to develop bilingual skills amongst level 2 and 3 learners	Coleg Cymraeg to provide information on progress with the review.	Coleg Cymraeg Cenedlaethol	No update needed from Public Health Wales for 2025 – 2026	

	(Medium term)				
Theme 3: Sharing best practice and an enabling approach					
29	We'll collate and share examples of innovative good practice which is accessible across the sector utilising existing portals and hubs including the Research and Innovation Hubs. <i>(Short term)</i>	Health and social care bodies should provide examples of where and how they have shared good practice, including internally as well as with other organisations. Health and social care bodies to also provide information on whether they have used Hwb laith to share good practice. They should also provide evidence of utilising the Research and Innovation Hubs and explain why if they haven't.	Welsh Government / Welsh language officers	Research and Innovation Hubs We worked with the Research and Innovation Hub on improving our Welsh translation process back in 2024. This work included a staff workshop. Request from Welsh Language Commissioner for services to promote Earlier in the year, the Welsh Language Commissioner asked public organisation for 3 Welsh language services they wish to promote on a new section of their website. Information about the services Public Health Wales wish to promote can be seen here: Promoting the Services of Public Organisations Hwb laith	Our Ymlaen staff network continues to go from strength to strength with events and activities held for staff across NHS Wales. Being one of the only Welsh language staff networks in the NHS in Wales, Ymlaen was highlighted as good practice in a previous More Than Just Words Annual Report and we will continue to work collaboratively with other NHS Wales organisations over the next year.

				Public Health Wales content is available on Hwb Iaith. We've also shared materials with Digital Health and Care Wales (DHCW) for upload.	
30	We'll use our Bilingual Technology Toolkit to ensure that when we procure and/or develop new digital services, they will include a bilingual user interface wherever possible. For information and advice websites we'll bring translators closer to content creation, drafting in Welsh and English together, so that we communicate clearly in both languages. <i>(Short term)</i>	Health and social care bodies should provide specific examples of where and how the principles of the Bilingual Toolkit has been used.	DHCW / health and social care bodies	Bilingual Technology Toolkit As we stated in our update for 2024 – 2025, the Bilingual Technology Toolkit has been shared with our Digital Communications team. The toolkit is also available via our Welsh Language Hwb intranet pages for staff. An update on the progress to date with the new Public Health Wales website can be seen in our Welsh Language Standards Annual Report under Standard 39.	

				Examples of good practice in bilingual drafting by the Health Protection Services team (who are responsible for the Help Me Quit and Healthy Weight Healthy You national programmes) can also be seen in the report under standards 60-62.	
32	We'll ensure that Welsh language Executive Leads and Welsh Language Officers and champions meet nationally to share best practice to ensure a consistent approach on key issues and develop initiatives to celebrate success including promoting More than just words within existing awards and accolade schemes. (<i>Short term</i>)	Health and social care bodies to provide information on examples of good practice shared as part of existing networks, awards and events.	Welsh Government, Health and social care bodies	Existing networks Our Welsh Language Team members remain part of the NHS Wales Welsh Language Officers meetings and network, ran by the Health and Social Care Team within Welsh Government. Meetings are held on a quarterly basis, online and face to face to share best practice. Successes and challenges were shared by some	

				organisations during the last meeting on the financial year in March 2026, which was a very useful exercise. Team members also work closely with the other NHS Wales Welsh Language teams and collaborate wherever possible. The NHS Wales Awards Welsh language categories were included within the NHS Awards for 2025. The awards are organised by Welsh Government and NHS Wales Performance and Improvement (Public Health Wales are not involved in this)	
33	We'll undertake a survey with primary care providers to understand the impact the Welsh language duties have had in delivering the Active Offer. This	Welsh Government will provide the update on this action.	Health Boards and Primary Care Clusters	No update needed from Public Health Wales for 2025 – 2026	

	will identify best practice and provide advice for Executive Directors of Primary Care to further progress and enhance services in Welsh, working closely with the clusters <i>(Medium term)</i>	Health boards Health bodies / primary care clusters do not need to provide an update on this action for the 2025/26 report.			
34	Enable the development of standard Welsh language diagnostic assessments and resources to support Welsh speakers in identified priority areas such as mental health, learning disabilities, and the visually impaired, building on work already underway to develop a nationally available set of standard assessments for Welsh speakers with dementia. <i>(Long term)</i>	Welsh Government will provide the update on this action. However – as noted for Action 6: Health and social care bodies are asked to provide evidence of Welsh language care pathways for the priority groups. Welsh Government to collate diagnostic assessments and resources that should be available in Welsh. The next step for the longer term would be to prioritise which assessments need to be available in Welsh.	Welsh Government	No update needed from Public Health Wales for 2025 – 2026 Update from the Mental Health Team at NHS Wales Performance and Improvement: The Strategic Programme for Mental Health (SPMH) does not develop or deliver clinical diagnostic assessments or resources, responsibility for this action sits with Health Boards, which are required to ensure full compliance with the Welsh Language Standards in relation to the mental health services they provide.	

				The Swansea Leadership Exchange offered an opportunity to reinforce awareness of Welsh language need as a core consideration in service design and strategic decision-making. SPMH's contribution remains focused on leadership, governance and system improvement, supporting the embedding of Welsh language considerations into planning frameworks and ensuring expectations are clearly understood by delivery partners, rather than producing clinical tools directly.	
35	Visual markers not only enable service users to identify Welsh speaking staff but also to convey a message that Welsh is a 'normal' everyday part of service delivery and builds on ethos of belonging. We'll extend the laith	Health and social care bodies to update on work being taken forwards to support and promote the identification of Welsh speaking staff –	Welsh Government / DHCW / health and social care bodies	Please see the information included in our Welsh Language Standards Annual Report under Standards 104 – 105 on laith Gwaith / Work	

	Gwaith project across Wales to allow workers who can offer or partially offer services in Welsh to readily identify themselves by wearing laith Gwaith badges or lanyards. We'll also in our ICT systems capture, display and share information that let us know as individuals and staff who can speak Welsh and what services they will be offering in Welsh — so we can use our Welsh with them. (Consideration would need to be given to additional funding / resources to enable this to be delivered.) (<i>Short term</i>)	including any work in relation to digital systems locally. DHCW to update on work happening at a national level to support this agenda.		Welsh on details on how our staff can access Work Welsh materials as well as the work the Welsh Language Team and Screening teams have begun to ensure clinical staff have access to merchandise. Please also see the information in our report under standards 60-62 on our brand guidelines and the digital templates available to staff for Teams backgrounds, email signatures and so on which include the Work Welsh logo.	
36	We'll continue to improve Welsh language capabilities of national health and social care digital systems and ensure apps being developed such as the NHS Wales App support the vision and actions in this plan. This will include the sharing, recording and tracking of Information between systems including	DHCW to update on actions being taken forward to deliver this commitment. DHCW also to provide data on the numbers accessing / using the Welsh language	Welsh Government/ DHCW	No general update needed from Public Health Wales for 2025 - 2026	On March 11 th 2026, National Non Smoking Day, the Help Me Quit team launched a new smoking cessation app which can be used to support people to quit smoking. The app can be found on the App

	language preference. We'll also work with service users on all technical and content processes to make sure they're easy to use and understand in Welsh and English. <i>(Medium term)</i>	options in the App, if this is possible.			store in Welsh by searching 'Helpa Fi i Stopio' and all functions are available in Welsh, including the AI support chat. Further information and images of the app can be seen in our Welsh Language Standards Annual Report under Standards 39 – 46.
37	We'll further develop dictionary resources, high standard terminological corpus, language memory systems and practical tools to support staff to use their Welsh skills, for example Gair i Glaf. This to include in the short-term Welsh language officers and translators working together on collation of terms and translation capacity and capability. <i>(Short term- joint working on developing standard terms)</i>	Health and social care bodies and NWSSP to update on work being taken forwards to develop and support the implementation of these resources.	Welsh Government / health and social care bodies / NWSSP	An update on our Welsh translation arrangements at Public Health Wales (also provided for NHS Wales Performance and Improvement) can be seen at the beginning of our Welsh Language Standards Annual Report. To ensure consistency in our translations and in medical terminology, the Translation Unit at NWSSP provide the vast majority of written translations for	

				us and our Welsh Translation Coordinator shares translation memory software and term base with the NWSSP translation team.	
38	We'll work with those who inspect and drive quality improvement to ensure the active offer is part of their brief. We will direct underperforming organisations to support and advice. <i>(Medium term)</i>	CIW and HIW to provide information on guidance and training for inspectors to support reporting on Welsh language and culture, and the Active Offer. CIW and HIW to also provide relevant inspection data on compliance/non-compliance with Welsh language requirements.	Regulation and Inspection Bodies	No update needed from Public Health Wales for 2025 – 2026	
39	Further develop the mapping of available data provided in Annex A of the framework and identify data gaps that would help measure progress. <i>(Short term)</i>	Welsh Government will provide the update on this action. This commitment links directly to Action 5.	Welsh Government	No update needed from Public Health Wales for 2025 – 2026	
40	Using available data where possible, develop indicators that measure progress towards the Active Offer and delivery of bilingual services and identify data gaps that would further help measure progress.	Welsh Government will provide the update for this action. This will become possible once the data mapping and review	Welsh Government	No update needed from Public Health Wales for 2025 – 2026	

	<i>(Develop initial indicators – Short term Identify data gaps – Short term Fill data gaps where possible – Medium term)</i>	exercise has been completed (see Action 5).			
41	Establish a working group to develop a dashboard that brings together performance data to demonstrate progress on the Active Offer and delivery of bilingual services. This to include data from the local authority performance framework; CIW; HIW; WL Commissioner office; NHS IMTP/ performance reporting. <i>(Establish working group Short term First dashboard publication Medium Term Summit to share dashboard with data owners Medium term)</i>	This will become possible once the data mapping and review exercise has been completed (see Action 5).	Welsh Government	No update needed from Public Health Wales for 2025 – 2026	
42	All health bodies and local authorities to appoint a person to be responsible for ensuring delivery on the actions and targets set in the plan.	All health bodies and local authorities to list the person responsible for ensuring delivery of the actions.	All health bodies and local authorities	Overarching Responsibility The person responsible for ensuring delivery of the actions and targets set in the plan for Public Health Wales is Neil Lewis, Director of People and OD.	

				The person responsible for ensuring delivery of the actions and targets set in the plan for NHS Wales Performance and Improvement is Sophie Fuller, Assistant Director of Corporate Governance and Business Support.	
43	More than just words progress monitoring: Provide a written update on progress with actions on a 12 month basis (<i>First Annual Report – Summer 2023</i>)	Welsh Government will provide the update on this action.	All accountable organisations listed in this plan	This update and the information within our Welsh Language Standards Annual Report provide an update for 2025 – 2026.	
44	Establish an advisory board to monitor and scrutinise progress against the action plan. The advisory Board will make recommendations to the Minister where further progress could be made and any emerging concerns where ambition is not being met. A report will be prepared for Ministerial consideration and shared with health and social care leaders. The advisory board will also consider and advise on audit and evaluation requirements to	Welsh Government will provide the update on this action. The Advisory Board for Mwy na geiriau has been in place since August 2023.	Welsh Government	No update needed from Public Health Wales for 2025 – 2026	

	provide independent assessments on progress. <i>(Annual advisory report 2023 Advisory report to include reflection on dashboard data from 2025)</i>				
45	Minister to hold annual progress meetings with leaders of organisations listed to deliver actions within the plan, including NHS and Local Authorities, to recognise achievements and where further progress is required. Statement on progress to be shared with Senedd Members annually. <i>(First Annual Progress Meeting – Autumn 2023 First Statement to Senedd Members – Autumn 2023 From 2025 the progress report to include the performance data dashboard)</i>	Welsh Government will provide the update on this action. Plans are in place to organise another national stakeholder event on Mwy na geiriau (Autumn 2026).	Welsh Government	No update needed from Public Health Wales for 2025 – 2026	