

# Welsh Language Scheme

## Annual Report 2024-2025

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### Purpose

- 1.1 Under the Welsh Language Standards (No. 8) Regulations 2022 (standard 66), the Professional Standards Authority is required to publish a report, in Welsh, in relation to each financial year. We are required to provide the following information;

*(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the standards with which you were under a duty to comply during that year.*

*(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to)—*

*(a) the number of complaints that you received during the year in question which related to compliance with the standards with which you were under a duty to comply (on the basis of the records you kept in accordance with standard 60);*

*(b) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 62);*

*(c) the number (on the basis of the records you kept in accordance with standard 63) of new and vacant posts that you advertised during the year which were categorised as posts where— (i) Welsh language skills were essential; (ii) Welsh language skills needed to be learnt when appointed to the post; (iii) Welsh language skills were desirable; or (iv) Welsh language skills were not necessary.*

*(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.*

*(4) You must ensure that a current copy of your annual report is available on your website.*

### Reporting

#### Complaints

- 1.2 In 2024-25 we received no complaints relating to our compliance with the Welsh Language Standards.
- 1.3 We have a complaints procedure in place which is published and would allow us to deal with any complaints about compliance with our standards. A report on complaints including those about compliance is shared with our Audit and Risk Committee in June of each year.

#### Recruitment and employees

- 1.4 In December 2023 we conducted a skills audit of all staff in relation to their Welsh language skills in accordance with standard 62. From December 2023 we have asked

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all new starters to complete a section on their new starter form to identify whether they have Welsh language skills. In 2024-25 no staff declared Welsh Language skills.

- 1.5 All new starters were given a Welsh Language Scheme induction to ensure they understood the importance of complying with the standards.
- 1.6 In accordance with standards 63, we updated our recruitment pro forma to ensure that all recruiting managers were required to consider whether '*(i) Welsh language skills were essential; (ii) Welsh language skills needed to be learnt when appointed to the post; (iii) Welsh language skills were desirable; or (iv) Welsh language skills were not necessary.*' In 2024/25 it was determined that no advertised roles required Welsh Language skills.

### Other actions

- 1.7 As part of our website redevelopment work in 2024/25 all Directorates were asked to consider the Welsh version of our website and where necessary documents were translated into Welsh.
- 1.8 The Annual Report, Business Plan and other key documents were translated into Welsh.
- 1.9 One Board meeting was held in Wales and work was undertaken to translate the relevant documents and meet the requirements in relation to holding meetings in Wales.
- 1.10 We ran a bilingual English-Welsh only policy seminar on 25 March, with simultaneous translation available for all speakers and attendees.
- 1.11 When writing or reviewing policies we are required to carry out an Equality Impact Assessment (EIA), since December 2023 our EIA's have included a section considering how we meet the Welsh Language standards.
- 1.12 We received no correspondence in Welsh from members of the public in writing or by telephone in 2024/25.
- 1.13 We published our consultation for reviewing our Standards of Good Regulation and Standards for Accredited Registers, we did this simultaneously in Welsh and English. We have also engaged with a Welsh Patient Group to gather their insights and perspectives as part of the Standards Review project.
- 1.14 In January 2025 we launched a redeveloped version of our website. As part of that process, we added a Welsh language translation tool to our website which means that all pages of our website can be viewed in Welsh at the touch of a button.
- 1.15 We ran a digital marketing campaign encouraging members of the public to look for our Quality Mark when selecting healthcare practitioners. Welsh and English versions of the adverts were produced, and the appropriate version was served to consumers based on their selected language preferences on Facebook.
- 1.16 We ran a consultation on the Standards we use to assess the performance of the organisations we oversee. We produced Welsh versions of the documents developed to support this consultation. This included the consultation proposal, explainer, accompanying survey and reminder emails.
- 1.17 For our Welsh Regulatory Seminar held in March 2025, we produced Welsh language

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versions of all the event materials. Our Eventbrite registration page was also in Welsh as were related social media posts. Invitees were able to indicate their wish to receive all event correspondence in Welsh. At the event itself, based on request, we made simultaneous translation available.

### **Priorities for 2025-26**

1.18 In 2025-26 we will;

- Review how we report on our compliance of the Welsh Language Standards to ensure that this is documented robustly and regularly reported to and monitored by the Senior Management Team (SMT)
- Create a Welsh Language Scheme advisory group with representation from all Directorates to promote the scheme and support colleagues in applying it
- Deliver external training to all staff in understanding the background and importance of the Welsh Language.