



Llywodraeth Cymru
Welsh Government

Llais ac Iaith

A Shared Pledge between
Mwy na geiriau / More than just words
and Llais Cymru

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LLAIS 
Eich llais mewn iechyd a gofal cymdeithasol | Your voice in health and social care

Mwy
na
geiriau

More
than just
words

Cymraeg



1. Introduction and Shared Vision

The Welsh Government and Llais Cymru share a commitment to make sure that people across Wales can access health and social care services in the Welsh language. We recognise that Welsh is not simply a means of communication but that a person's language is fundamental to the delivery of safe, equitable and person-centred care.

This Pledge establishes a framework for collaboration between the Mwy na geiriau / More than just words Team in Welsh Government (which supports delivery

of the Welsh Government's plan for strengthening Welsh language provision in health and social care) and Llais Cymru, the citizen voice body for Wales.

Llais Cymru is an Arm's Length Body of the Welsh Government. It is an independent statutory body, whose role is to listen to the views and experiences of the public and service-users to inform decision making, planning and delivery of a better health and social care services in Wales.

This Pledge sets out our shared ambition and a framework for working together collaboratively, to strengthen Welsh-language provision across the health and social care system in Wales, guided by the principles and priorities of the Mwy na geiriau / More than just words plan.

Together, we commit to working in partnership to ensure that Welsh-speaking people, carers and communities can exercise their rights, express their needs and receive services that respect their language and culture.

This pledge outlines shared objectives for ensuring the accessibility, delivery and the promotion of Welsh language services in accordance with the principles of the Active Offer and the Social Services and Well-being (Wales) Act 2014.

2. Purpose of the Pledge

The purpose of this Pledge is to establish a clear, shared framework for collaboration between Welsh Government and Llais Cymru. In so doing – it will help to:

- Support the delivery of Mwy na geiriau / More than just words – by strengthening the provision of Welsh language and culturally responsive services across health, social services, and social care sectors.
- Strengthen the voice of Welsh-speaking people and carers, in line with Llais Cymru's People's Principles. This will help people feel heard, understood and able to influence decisions.
- Embed the principle of the Active Offer – making sure individuals can access services in Welsh without needing to request them – and improving the consistency, quality and visibility of Welsh-language provision.
- Make sure that Welsh-language considerations are embedded in policy, planning, engagement and service improvement. This should include the accessibility and timeliness of communication with people who use health and social care services.

This Pledge does not replace statutory duties but strengthens the partnership required to deliver them.

3. Shared Principles

The implementation of the Pledge will be underpinned by the following shared principles, in line with the People's Principles:

- **Care should recognise and respond to the whole person** – People's language and cultural needs are integral to care provision.
- **Access that works for everyone** – Welsh language services will be available in all relevant settings, including digital platforms, communications, and in-person consultations. Care should be accessible whenever it is needed, without barriers caused by language.
- **Inclusive, accessible and fair services for all** – Care should reflect rights and identities, and remove barriers related to language and culture.
- **Active Offer Commitment** – Welsh Government and Llais Cymru will work together to encourage providers of services to recognise and meet language needs as early as possible, reducing barriers for Welsh speakers.
- **Continuous Improvement** – Both parties will engage in monitoring, evaluation, and sharing good practice to make sure services keep improving and meeting people's needs.



4. Roles and Responsibilities

4.1 Welsh Government and the Mwy na geiriau Team commits to:

- embedding Welsh-language expectations in national policy, guidance, commissioning and performance frameworks
- ensuring health boards, trusts and local authorities understand and deliver their Welsh-language duties
- supporting workforce planning, training and capability-building to increase Welsh-language skills and confidence
- promoting the Active Offer as a core component of safe, person-centred care
- ensuring regulatory, inspection and improvement frameworks reflect Welsh-language requirements
- responding to evidence and insights provided by Llais Cymru; acting on areas of concern, sharing good practice and communicating actions taken in response
- Legal and Policy Alignment – Initiatives under this Pledge will be compliant with Welsh Language Standards and the Social Services and Well-being (Wales) Act 2014.

4.2 Llais Cymru commits to:

- gathering and representing the views and experiences of Welsh-speaking people, their families and loved-ones and their carers
- monitoring and reporting on people's experiences of Welsh-language provision across health and social care
- identifying gaps, risks, inequalities and examples of good practice
- engaging with Welsh-speaking communities to encourage participation
- providing evidence and making representations to inform Welsh Government policy, planning and improvement activity.

4.3 Joint commitments – for the Mwy na geiriau Team in Welsh Government and Llais Cymru:

- maintaining regular dialogue and structured partnership working
- working together on priority areas identified in Mwy na geiriau / More than Just Words through ongoing conversations and structured partnership working
- making sure Welsh-language considerations are embedded in engagement activities
- sharing intelligence, data and insights to support improvement, and sharing findings with the public
- promoting the value of the Welsh language in the care sector, through joint communications and leadership, including modelling good practice in clear, bilingual and accessible communication.

5. Data, Evidence and Insight

Specifically, the Mwy na geiriau Team in Welsh Government and Llais Cymru will work together to:

- improve data collection on Welsh-language need and provision
- analyse trends, inequalities and people's experiences
- use evidence to inform policy, commissioning and improvement
- publish findings where appropriate to support transparency and learning.

6. Governance and Accountability

- There will be an opportunity to review and update on progress, identify any changes and agree priorities through a joint meeting (twice a year). Updates on progress can also be provided as part of existing Partnership Meetings between Welsh Government and Llais Cymru. Feedback from the meetings will also be shared with wider networks, and the Advisory Board for Mwy na geiriau / More than just words.
- Operational leads from both organisations will meet quarterly to coordinate activity.
- An annual summary of progress will be produced (to be included in the Mwy na geiriau Annual Report published by Welsh Government, and published by Llais Cymru as part of their Annual Report) – outlining achievements, challenges and next steps.
- Issues of concern will be escalated through agreed governance routes within Welsh Government and Llais Cymru – taking into account wider governance structures and the existing role of Partnership Meetings between Welsh Government and Llais Cymru.

7. Review and Renewal

This Pledge will be reviewed annually to ensure it remains relevant, effective and aligned with:

- priorities in Mwy na geiriau / More than just words
- priorities in Llais Cymru's Strategic and Annual Plans
- changes in legislation or policy
- emerging evidence and the experiences of people using services.

Revisions will be agreed jointly by Welsh Government and Llais Cymru.



Signatories

For More than just words:

Dyfed Rowlands

More than just words Policy Official

Date: 07/08/2026

For Llais:

Professor Medwin Hughes

Chair of Llais

Date: 07/08/2026

In support — for the Mwy na geiriau Advisory Board:

Elin Wyn

Chair of the Mwy na geiriau Advisory Board

Date: 07/08/2026

KEY MESSAGES: Welsh Government and Llais Cymru Welsh Language Pledge.

Welsh Government and Llais Cymru have signed a Pledge that sets out how we will work together to strengthen Welsh-language services in health and social care in Wales.

Why this Pledge matters

For many people, Welsh is the language they feel safest, most comfortable and most understood in. This is especially important in health and social care, where clear communication, dignity and trust are essential. The Pledge makes sure that Welsh-speaking people, their families, loved-ones and their carers can have their voices heard and their needs met.

People should be able to:

- communicate in Welsh without needing to ask
- receive clear, timely and easy-to-understand information in their language of choice
- feel listened to, understood and treated with dignity and respect in every interaction
- know how their feedback has made a difference.



What Welsh Government will do:

- make sure national policies and guidance support Welsh-language services
- set clear expectations for health boards, trusts and local authorities

- help build a workforce with the skills and confidence to use Welsh
- promote the Active Offer so people can receive services in Welsh without needing to ask.

What Llais Cymru will do:

- listen to Welsh-speaking people who use health and social care services and their carers
- report on people's experiences of Welsh-language services

- highlight where services are working well and where improvements are needed.

Welsh Government and Llais Cymru will work in partnership to:

- improve the consistency and visibility of Welsh-language services
- share evidence, insight and good practice

- support Welsh-speaking communities to shape health and social care services
- promote the value of Welsh as a language of care.

How progress will be monitored

We will meet regularly to review progress, identify challenges and agree next steps. A joint annual update will be published so the public can see how the Pledge is being delivered.

Our shared commitment

This Pledge reflects our shared belief that everyone should be able to receive care in the language that feels right for them. By working together, Welsh Government and Llais Cymru will help make Welsh a natural, confident and visible part of health and social care services across Wales.