

WELSH LANGUAGE STANDARDS ANNUAL REPORT 2025-2026



LLAIS 

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

Accessible formats

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Contents

Foreword	4
Who we are	5
Service Delivery Standards	6
Policy Making Standards	11
Operational Standards	13
Record Keeping Standards	19
What we want to do in 2026–2027	22
Future Monitoring and Reporting	23
Contact Us	23

Foreword

We are pleased to present our Welsh Language Standards Annual Report 2025-2026. This is our second annual report and outlines the progress we made between 1 April 2025 and 31 March 2026 in meeting the requirements of our [compliance notice](#), in line with the Welsh Language (Wales) Measure 2011 and The Welsh Language Standards (No.7) Regulations 2018.

Over the past year, we have continued to strengthen our commitment to the Welsh language. It is embedded within our [Strategic Equality Plan 2024-2028](#) with a clear focus on enhancing our ways of working, services, and resources.

This has included improving our systems so that staff can more easily access and record language preferences, monitoring Welsh language telephone calls for the first time, increasing the number of roles where Welsh language skills are required, and continuing to support staff to develop and use their Welsh language skills.

We have also continued to listen to Welsh-speaking communities across Wales. Through our engagement at events such as the National Eisteddfod and Eisteddfod yr Urdd, people shared their experiences of using Welsh in health and social care services.

What we heard has helped shape a new position statement published in the Summer of 2026. This set out suggested actions for improving people's experiences of accessing services in Welsh.

As part of our preparation for this report, we undertook a self-assessment to look at our progress in adopting a 'Welsh language first' approach and identify opportunities for further improvement. We are encouraged by the progress outlined in this report, but we recognise that improvement is an ongoing process.

We look forward to continuing our work with the public, our staff and volunteers, partners, community groups, and the Welsh Language Commissioner to build on our achievements and support the growth and vitality of the Welsh language across Wales.

Alyson Thomas, Chief Executive



Who we are



We are Llais (it means “voice” in Welsh).

We are a Welsh Government sponsored public body. This means we get our funding from the Welsh Government to give the people of Wales a stronger voice in their health and social care services.

We represent your views on health and social care in Wales making sure that we listen, working with NHS bodies, Welsh Local Authorities and others to shape and improve services for everyone.

We have a national team and 7 regional teams that gather your experiences, they cover:

- Cardiff & Vale of Glamorgan.
- Cwm Taf Morgannwg.
- Gwent.
- Neath Port Talbot & Swansea.
- North Wales.
- Powys.
- West Wales.

Whilst Welsh language is overseen by our Executive Director of Planning and Delivery, all directors at Llais have the responsibility for making sure equity, diversity and inclusion is at the heart of everything we do. This includes the Welsh language.

Our compliance with the standards is regularly monitored by our Audit and Risk Assurance Committee. The Welsh language is championed through our internal staff and volunteer networks, supported by our Head of Equity, Diversity, Inclusion and Wellbeing.

Service Delivery Standards

This section details our compliance with standards 1-63.

Written correspondence (1-7)

Llais promotes the use of Welsh through a range of everyday communications. Our headed paper is bilingual, with Welsh appearing first or alongside English, and our bilingual email signatures encourage people to contact us in Welsh. Welsh-speaking staff can also display a “Hapus i siarad Cymraeg” badge within their email signature.

To support the use of Welsh in the workplace, all staff have access to Cysgliad software, including the Cysill grammar and spell checker and the Cysgeir dictionary resources.

We have improved our Customer Relationship Management (CRM) system during the past year, making it easier for staff across Wales to access the language preferences of people we support and partners we work with.





Telephone communication (8–20)

All calls are answered either in Welsh (for those that select this option) or with a bilingual greeting.

We do not have any key performance indicators for telephone calls.

Although we were unable to monitor Welsh language call volumes when our compliance notice was issued due to data retention limitations with our previous provider, a recent change of provider means that we have been able to track and monitor the number of Welsh language calls we received in 2025–2026.

Over 400 people called our Welsh language service line, with that figure likely to be much higher as we had an interruption to the tracking service between October 2025 and February 2026.

Meetings and events (21–33)

For online meetings, all staff use a standardised bilingual Llais virtual background. Staff who are able to speak Welsh also have access to an additional background, which include the message “Hapus i siarad Cymraeg” alongside the standard bilingual branding.

Within the last 12 months, we have continued to provide guidance on translation and interpreting services, including Welsh language provision. This guidance sets out clear processes and timescales that all staff must follow when arranging meetings and events.

Welsh language considerations, including bilingual invitations and the provision of simultaneous translation for in-person and online meetings are incorporated into our Integrated Impact Assessment process. This helps us make sure that Welsh language requirements are considered at an early stage when planning engagement activities, meetings and events.

Producing materials and publishing documents (34–38)

Any materials or published documents we produce are available in both Welsh and English.

This includes our [new podcast series](#) recorded at the beginning of the year and the multimedia materials we are producing.



Website, social media and apps (35–46)

Our website is available in both Welsh and English. As part of our website redevelopment that began in February 2026, we have made it even easier for people to access the Welsh site.

Launching in Autumn 2026, the new website will have a toolbar that follows visitors down the page so they can switch languages at any time. This was previously only available at the top of the page.

We launched a new podcast platform in May 2026 that is available in both Welsh and English. Contributors to the series include the Deputy Welsh Language Commissioner, Osian Gwion Llywelyn, discussing the importance of the use of the Welsh language.

We have no Llais apps.

We have bilingual channels on LinkedIn, TikTok and YouTube, and post in Welsh and English separately on those accounts. On Facebook we have 8 Welsh and 8 English channels. These cover our national team and 7 regional teams across Wales.

Our bilingual channels on LinkedIn, TikTok and YouTube have grown by **93%** over the past year.



We gained **170** new followers across our Welsh social media channels in the last year, which is a **37%** increase.

The continued growth of Welsh-language social media channels reflects increasing visibility of Welsh-language content and provides an important platform for engaging Welsh speakers with our work.

Signage (47–49)

All building signage is bilingual, with Welsh given prominence by appearing first.

Reception services (50–53)

Following several office relocations in March 2025, 3 of our office locations now have reception services managed by the building providers. All 3 reception services are bilingual and compliant with the Welsh Language Standards. This was considered as part of the Integrated Impact Assessments undertaken before the relocations took place.





Contracts (57–59)

We publish all invitations to tender for a contract in both Welsh and English and we welcome responses in both Welsh and English.

Welsh language service and corporate identity (60–62)

Our name 'Llais' is Welsh with our logo displaying our message bilingually, with Welsh being able to be read first.

Courses offered by Llais (63)

Llais currently offers no educational courses.

All e-learning modules available through our Electronic Staff Record (ESR) system can be accessed in both Welsh and English. Any training modules developed or commissioned internally by Llais in the future will also be made available in both languages.

Policy Making Standards

This section details our compliance with standards 69-77.

Policies (69–71)

When we refer to policies, we use the term broadly to include those activities and decisions that impact on people.

All new policies are supported by an Integrated Impact Assessment, which includes consideration of the Welsh language. Assessments are reviewed whenever a policy is updated and are refreshed where they are more than 4 years old.

We continue to strengthen the use of impact assessments across the organisation. As part of this work, we have updated the guidance within our toolkit so that the Welsh language is considered fully and consistently, recognising that Welsh language duties extend beyond those covered by the Equality Act 2010.

Our assessments consider not only the 9 protected characteristics and the Welsh language, but also socio-economic disadvantage, health inequalities, digital inclusion, carers, rurality and our responsibilities under the Well-being of Future Generations (Wales) Act 2015.



Consultations and Research (72–77)

We are committed to making sure that people can engage with us in the language of their choice. Whether through our Llais Locals, online sessions or other engagement activities, we make it easy for people to share their experiences of health and social care in either Welsh or English. This supports our compliance with Standards 21-46.

Building on the foundations established through our work with Mwy na Geiriau in 2024–25, we have continued to engage with Welsh-speaking communities about their experiences of health and social care services.

Feedback gathered at the National Eisteddfod and Eisteddfod yr Urdd has helped us identify opportunities to strengthen Welsh language provision.

This learning has informed the development of a position statement, which contains practical suggested actions for public bodies.

We make sure Welsh language requirements are considered at the start of every research commissioning process. Organisations tendering for research contracts are expected to provide a fully bilingual service, including translated materials and interpretation support where needed.

This commitment continues through to publication, with all Llais reports, position statements and consultation responses produced in Welsh and English.



Operational Standards

This section covers our compliance with standards 79-105 and 111-113.

Promoting the Welsh language (79)

During the reporting period, we used our role as the national independent voice for people using health and social care services to promote the importance of accessing services in Welsh. Through engagement with Welsh-speaking communities across Wales, including at the National Eisteddfod and Eisteddfod yr Urdd, we gathered evidence about people's experiences of receiving services in Welsh. This learning informed representations setting out practical actions that health and social care organisations can take to strengthen Welsh language provision and improve people's experiences.

We have a Welsh language policy, which sets out the roles and responsibilities at each level within Llais relating to the Welsh language and the policy principles we use to underpin our Welsh language offer. This policy is currently under review as part of our wider organisational policy review.

This year, our Welsh Language Working Group, Grŵp Gweithgor Iaith Gymraeg, became part of our wider equity, diversity and inclusion group, Llais Pawb. This change was made to strengthen the way we raise awareness of the Welsh language across the organisation and to make sure Welsh language considerations are reflected alongside our broader commitment to equity, diversity and inclusion.



Cymraeg



As outlined in the service delivery standards, staff who are able to communicate in Welsh are encouraged to display the “Hapus i siarad Cymraeg” logo in their email signatures and use the associated Welsh language backgrounds during online meetings.

Staff based in public sector buildings can choose to wear lanyards that indicate they are happy to communicate in Welsh. We also provide laith Gwaith lanyards for staff working in other office locations.

Further information about Welsh-speaking staff can be found later in this section of this report.

During the reporting period, we also joined the Mwy na Geiriau Advisory Board. The Board monitors and scrutinise progress against the Welsh Government’s More than just words plan. The plan aims to improve Welsh language services in health and social care.

Internal processes and procedures (80–88)

Any internal forms or documents covered by Standard 81 are available to staff in both Welsh and English.

We have less direct control over absence and annual leave records, as these are managed through the Electronic Staff Record (ESR) system. ESR is a shared NHS service and responsibility for maintaining and updating the system rests with the NHS in accordance with its own Compliance Notice.

The ESR portal can be accessed in Welsh, and absence and leave requests can be submitted and viewed in Welsh when the relevant language preference is selected.

All existing policies covered by Standard 82 are available in Welsh. In addition, all new policies developed by Llais are produced in both Welsh and English, regardless of whether they fall within the scope of this Standard.

Our Respect and Resolution policy, which is available in both Welsh and English, explains how employees can make a complaint or raise concerns in Welsh. It also makes clear that employees may respond in Welsh to any allegations made against them and participate in related meetings, discussions and outcomes through the medium of Welsh.

The policy further confirms that employees will be informed of these rights at the beginning of any proceedings.

Welsh language software (89)

We continue to support staff in using Welsh language tools by providing access to Cysgliad across the organisation.

We have developed supporting guidance, added clear links to the software on our Welsh language intranet page, and delivered a practical demonstration at an all-staff meeting. The recording remains available so that all colleagues can benefit from the guidance.

Llais Intranet (90–96)

All elements and pages of our intranet site are available in Welsh and English.

We have processes in place to make sure Welsh and English content is updated at the same time when changes are made to the intranet. Each page has a designated administrator who is prompted to review content regularly. Changes made to English-language pages also trigger a notification to our translation mailbox, providing additional assurance that Welsh-language content is updated promptly.

Our dedicated Welsh language intranet page provides access to a range of resources to support the use of Welsh in the workplace including recordings

from the Welsh Language Commissioner, free learning resources, practical guidance and information about opportunities to develop Welsh language skills.

Internal training (97–98)

New employee induction is currently delivered at a team level. Where a new member of staff would like their induction in Welsh, we make every effort to arrange this with a Welsh-speaking colleague, either within their own team or elsewhere in the organisation. Where this is not possible, translation support is provided to make sure staff can receive their induction in their preferred language.

All mandatory induction e-learning is available in Welsh through the NHS learning platform.

Reviewing our induction approach to create a more consistent experience across Llais has taken a little longer than planned. We now hope to complete this in 2026-2027.

This includes looking at how we can better promote the Welsh language from the outset, making sure new starters know where to access information, support, learning opportunities and networks that can help them engage with and use Welsh in their role.

Our Welsh language learning 2024–2025 (99–103)

Welsh language skills form part of our skills matrix and staff are encouraged to develop their skills in this area. We recognise that there is an opportunity to promote this more actively and it will be considered as part of our plans to review and strengthen our performance appraisal process, helping to support both individual development and organisational growth.



Staff are encouraged to identify learning opportunities that best meet their needs, either through resources available on our Welsh language intranet page or through other learning providers. Requests are discussed with line managers and, where appropriate, approved by our Workforce team.

Funded Welsh language learning opportunities are available to all colleagues and volunteers through Work Welsh (learnwelsh.cymru).

During the reporting period, staff enquiries regarding Welsh language training were signposted to Work Welsh, and additional support was provided to a Board Member through an online tutor-led Work Welsh course and a Say Something in Welsh subscription.

During recruitment, arrangements were made to support candidates who wished to use Welsh at interview. For the Welsh Translator role recruitment, candidates were invited to answer questions in Welsh with a Welsh-speaking panel member present.

We have regularly featured a Welsh language section in Y Gair our monthly newsletter for staff and volunteers. This has been dedicated to celebrating the Welsh language.

We celebrated Diwrnod Shwmae in October 2025, and in November 2025 we promoted Defnyddia dy Gymraeg or Use your Welsh, an annual campaign that runs from 24 November to 5 December and gives organisations the opportunity to promote their Welsh language services.

The aim of the campaign is to encourage everyone to use the Welsh they have in their everyday lives - whether at work, home, school or at a café, by phone, text, or face to face.

We created and shared with staff a guide for using Welsh in Teams meetings this year. We will continue to develop this document, based on feedback and organisational needs.

Welsh speaking staff (104–105)

We actively encourage staff who can communicate in Welsh to make this visible to colleagues and the public through the use of the “Hapus i siarad Cymraeg” message in email signatures and Welsh language-specific backgrounds for online meetings, as outlined in the service delivery standards section of this report.

Our email communications are supported by bilingual templates, with Welsh content appearing before English. This approach is also reflected in our standard out-of-office messages, where the Welsh version is displayed first.

Staff attending engagement events have access to laith Gwaith lanyards to help identify Welsh speakers. Building on staff feedback, we are currently developing a co-branded laith Gwaith and Llais lanyard to simplify their use and improve visibility.



Record Keeping Standards

This section details our compliance with standards 106-109 and 115 to 121.

Filling new posts and vacancies (106–109 and 117)

Between 1 April 2025 and 31 March 2026, Llais advertised a number of new and vacant posts. The table below shows how many posts were advertised during this period and the Welsh language category assigned to each post: Welsh essential, Welsh desirable, or Welsh to be learnt.

Total number of posts	Number of Welsh essential posts	Number of Welsh desirable posts	Number of Welsh needs to be learnt posts
20	8	12	5

During 2025-26, 8 posts were advertised as ‘Welsh essential’, compared to none in the previous year, demonstrating our increased focus on ensuring Welsh language skills are available where they are needed.

‘Welsh desirable’ remained an important requirement, with 12 posts falling into this category. We also introduced the ‘Welsh to be learnt’ category for 5 posts, helping us attract talented candidates while supporting them to develop their Welsh language skills once in post.

Overall, these figures reflect our continued commitment to strengthening Welsh language capacity across the organisation and increasing opportunities for people to access our services in Welsh.

Welsh language complaints (115)

Between 1 April 2025 and 31 March 2026 we did not receive any complaints about our compliance with the Welsh Language Standards.

If we receive a complaint, we handle it in line with our [complaints procedure](#). This makes clear how we will deal with complaints and where people can go if they are not happy with how we have handled their complaint e.g., the Welsh Language Commissioner.

If concerns are raised, we respond to them in line with our complaints procedure. This explains how complaints will be handled and where people can seek further support or review if they are not satisfied, including through the Welsh Language Commissioner.

Between 1 April 2025 and 31 March 2026, 51* people chose to access our [complaints advocacy service](#) using the Welsh language.

This figure is significantly lower than that reported in 2024-25. However, changes to our CRM system mean that language preference data may not yet be fully captured and we do not believe this necessarily reflects a reduction in demand for Welsh language complaints advocacy services.

During 2026-27, we will continue to improve the recording and assurance of language preference information within our CRM system. This will give us greater confidence in our data and help us better understand demand for Welsh language complaints advocacy services across Wales.



Our Welsh Language Skills (116 and 120)

We ask employees across all regions and departments to self-assess their Welsh language skills once per year. For reporting purposes, each region and department updates this information on our Customer Records Management (CRM) system.

Employees also have the option of updating the Electronic Staff Record (ESR) system at any time throughout the year.

Welsh Skill Level	Number of Employees	%
0-No Skills/Dim Sgilliau	41	37%
1-Entry/Mynediad	26	23%
2-Foundation/Sylfaen	7	6%
3-Intermediate/Canolradd	4	4%
4-Higher/Uwch	6	5%
5-Proficiency/Hyfedredd	14	13%
Not disclosed	13	12%
Total	111	100%

Compared with the previous reporting period, the proportion of staff reporting no Welsh language skills went down from just under a half (47%) to just over a third (37%).

The proportion of staff with entry-level and foundation Welsh language skills increased from just under a fifth (17.8%) to almost a third (29%). This suggests that more staff are developing Welsh language skills and confidence.

The number of staff reporting higher levels of proficiency remained stable, while the proportion of staff who did not disclose their Welsh language ability also decreased from 15% to 12%, providing a clearer picture of the organisation's Welsh language capacity.

Overall, these figures show we are making positive progress in strengthening Welsh language skills across the workforce.



What we want to do in 2026–2027

We are proud of the progress made during 2025-26 and remain committed to making Welsh a natural and visible part of everything we do.

As a people-centred organisation, we will continue to work with others to strengthen our Welsh language offer, moving beyond compliance and embedding Welsh language-first thinking in our day-to-day activities and decision-making.

In 2026–2027 we want to:

- **Listen** to staff to better understand their Welsh language learning needs, confidence levels and development aspirations, using this feedback to shape future support and opportunities.
- **Embed** Welsh language development within our new contribution and development approach, helping staff identify and pursue Welsh language learning opportunities that support both their role and personal development.
- **Develop** a diverse workforce by recruiting, retaining and supporting people with Welsh language skills at all levels of proficiency.
- **Strengthen** Welsh language leadership and oversight at Board level, building Welsh language skills and experience within our governance arrangements and ensuring the Welsh language remains a visible part of strategic decision-making.
- **Enhance** our Welsh language intranet page with additional interactive resources, videos and guidance.
- **Engage** with Welsh-speaking communities to make sure our services are accessible and meet their needs.
- **Spotlight** Welsh language usage in health and social care through the release of a position statement based on what we have been hearing from people across Wales.
- **Agree and sign** a shared pledge with Mwy na Geiriau making a commitment to promote the Welsh language in health and social care.

Future monitoring and reporting

We will continue to monitor our compliance with the Welsh Language Standards through regular reporting to our Audit and Risk Assurance Committee. The Executive Team and Board will also receive regular updates on progress, helping to provide strategic oversight, challenge and accountability for our Welsh language commitments.

Regions and departments play an important role in ensuring compliance, with strategic oversight provided by the Executive Director of Planning and Delivery. Our Integrated Impact Assessment process will remain a key tool for maintaining quality, sharing good practice and highlighting areas for further development.

Contact us

If you would like to give us feedback on this report or wish to receive this information in an alternative format or language, please contact us on the details below. We welcome telephone calls in Welsh. If you write to us in Welsh, we will answer in Welsh. This will not lead to a delay in responding to your correspondence.

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