

Freedom of Information Request	FOI 21-063	8 th March 2021
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Can you please tell me how many people in Monmouthshire ask for information in Welsh?

My husband and I have, with a day apart, received our invitations to attend for our Covid injections.

Neither of us speak Welsh, yet the main page is ALL IN WELSH, except for the date and place for the injection. I had to phone about my appointment and the automatic answerphone asked if I wanted to continue in Welsh

How many people in Monmouthshire who use your facilities in your health board opt for this choice?

Why do you make a long announcement in Welsh, at the beginning of the call being answered?

Please, is there a way that people can opt out of the Welsh Government spending so much money by sending out anything that comes with Welsh and English. It is a complete waste of money which could be used too much better use.

The translation of public materials and the implementation of bilingual automated telephone messages are requirements placed on the Health Board under the Welsh Language Standards, Section 26 of the Welsh Language (Wales) Measure 2011. The Welsh Language (Wales) Measure 2011 was approved by the National Assembly for Wales and was given royal assent on 9 February 2011. This legislation gives the Welsh language official status in Wales, and reinforces the principle that the Welsh language should not be treated less favourably than the English language in Wales. A notice of regulatory compliance was placed on Aneurin Bevan University Health Board on 30 November 2018, in the form of Standards. The Health Board is required to comply with all standards specified within this document.

The Health Board has adopted the central principle of the Welsh Language (Wales) Measure 2011 that we will treat the Welsh language on an equal basis to English. We are committed to implementing this principle in the conduct of our business and in providing services to the public in Gwent in its entirety.

In regards to the demand for Welsh language services in the Monmouthshire area, the Health Board does not currently keep data on the number of Welsh speakers accessing our services. However, the 2011 Census recorded that there are 54,958 Welsh speakers across the 5 counties that Aneurin Bevan University Health Board serves. Of which, 9.9% (8,780 people) reside in Monmouthshire.