

Bundle Annual General Meeting 17 July 2025

- 1 13:00 - Doors Open to our Health Fair
The AGM will once again include a “health fair” consisting of information tables with representatives from several services. The services who will be attending our health fair are:
Cardiology
Equalities Team
Transformation Team
Community Pharmacy
Public Health
The health fair will provide an opportunity to showcase some of our work and to offer more information to those who attend the event.
- 2 14:30 - Annual General Meeting
 - 2.1 Welcome, introductions and apologies for absence
Dyfed Edwards, Chair
 - 2.2 Declaration of Interest
Dyfed Edwards, Chair
 - 2.3 Annual Accounts 2024/25: Year in review, presentation of the Annual Report, including Annual Governance Statement
Carol Shillabeer, Chief Executive
AGM Slides - 17th July 2027 - 3
FINAL BCU 2024-25 Annual Report signed - with AW disclaimer
 - 2.4 Annual Financial Accounts and Auditor Opinion
Russell Caldicott, Executive Director of Finance
 - 2.5 Presentations provided by colleagues
 - 2.6 Questions and answers to the Health Board
Dyfed Edwards, Chair
- 3 Closing Remarks
Dyfed Edwards, Chair

17 Gorffennaf 2025 | 17 July 2025

Cyfarfod Cyffredinol Blynyddol Annual General Meeting



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

Croeso i'n Cyfarfod Cyffredinol Blynyddol 2024/25

- Cyflwyniad a chroeso gan y Cadeirydd, Dyfed Edwards a'r Prif Weithredwr, Carol Shillabeer
- Cyflwyniadau gan dimau a gwasanaethau BIPBC
- Diben y Cyfarfod Cyffredinol Blynyddol ac eitemau'r agenda

Welcome to our Annual General Meeting 2024/25

- Introduction and welcome from the Chair, Dyfed Edwards and Chief Executive, Carol Shillabeer
- Presentations from BCU teams and services
- Purpose of the Annual General Meeting and agenda items



Pwy ydym ni

- Rydym yn gyfrifol am ddarparu gwasanaethau gofal iechyd i fwy na 700,000 o bobl ledled chwe sir Gogledd Cymru. Mae hyn yn cynnwys gofal sylfaenol, gofal cymunedol a gwasanaethau iechyd meddwl, ogystal â gwasanaethau ysbytai aciwt.
- Rydym yn rhedeg tri phrif ysbyty ac 17 ysbyty cymunedol, ynghyd â rhwydwaith o ganolfannau iechyd, clinigau, unedau iechyd meddwl a chanolfannau timau cymunedol, ac rydym hefyd gwasanaethau gofal iechyd mewn carchar yn CEM Berwyn, Wrecsam.
- Mae'r Bwrdd Iechyd yn cydlynu gwaith 95 o bractisau meddygon teulu, a gwasanaethau'r GIG a gynigir gan 71 o bractisau deintyddol ac orthodonteg, 70 o bractisau optometreg ac optegwyr, a 144 o fferyllfeydd yng Ngogledd Cymru.
- Rydym hefyd yn gyfrifol, trwy bartneriaeth, am wella iechyd a lles pobl leol trwy weithgareddau megis ein rhaglenni frechu lwyddiannus a gwasanaethau iechyd ysgolion.

Who we are

- We are responsible for the delivery of health care services to more than 700,000 people across the six counties of North Wales. This includes primary, community and mental health as well as acute hospital services.
- We operate three main hospitals and 17 community hospitals, along with a network of health centres, clinics, mental health units and community team bases, and also deliver prison health care services within HMP Berwyn, Wrexham.
- The Health Board coordinates the work of 95 GP practices, and NHS services provided by 71 dental and orthodontic practices, 70 optometry practices and opticians and 144 pharmacies in North Wales.
- We are also responsible, in partnership, for improving the health and wellbeing of local people through activities such as our successful vaccination programmes and school health services.



2024/25 – Heriau

Mae newidiadau mawr wedi digwydd yn y sefydliad yn ystod y flwyddyn. Rydym wedi dechrau gweld gwelliannau, ond yn parhau i wynebu heriau sylweddol megis:

- Lleihau nifer y cleifion sy'n aros yn hir am driniaethau
- Y galw am ofal brys
- Buddsoddi mewn adeiladau a thechnoleg
- Rheoli cyllid
- Cynaliadwyedd gwasanaethau hirdymor

2024/25 – Challenges

This has been a year of great change for the organisation. It has been a year where we have started to see improvement, but continue to face significant challenges, such as:

- Reducing the number of patients waiting a long time for treatment
- Demand for emergency care
- Investment in buildings and technology
- Managing finances
- Long term sustainability of services



2024/25 – Llwyddiannau

Er gwaethaf yr heriau, rydym yn gwybod y bydd eich staff yn cyflawni pethau gwych yn feunyddiol i gynorthwyo ein cymunedau ledled Gogledd Cymru ac i gynorthwyo ei gilydd. Mae rhai o uchafbwyntiau'r flwyddyn yn cynnwys:

- Gwella ansawdd gofal – dad-ddwysáu gwasanaethau gan Arolygiaeth Gofal Iechyd Cymru yn yr Adran Achosion Brys a Fasgwlaidd
- Datblygiadau mewn gwasanaethau orthopedig, gan gynnwys canolfan orthopedig newydd yn Ysbyty Llandudno a chyflwyno triniaeth arloesol, fel llawdriniaeth ben-glin â chymorth robotig
- Datblygu cynlluniau ar gyfer arloesi digidol, gan gynnwys cofnodion iechyd electronig mewn gwasanaethau iechyd meddwl, presgripsiynu meddyginiaethau electronig
- Croesawu'r garfan gyntaf o fyfyrwyr i Ysgol Feddygaeth Gogledd Cymru

2024/25 – Successes

Despite the challenges, we know that every day our staff do amazing things to support our communities across North Wales and each other. Some of the highlights of the year include:

- Improving the quality of care – de-escalation of services by Healthcare Inspectorate Wales in Emergency Department and Vascular
- Developments in orthopaedic services, including a new orthopaedic hub at Llandudno Hospital and the introduction of pioneering treatment, such robotic-assisted knee surgery
- Developed plans for digital innovations, including a electronic health records in mental health services, electronic medicines prescribing
- Welcoming the first cohort of students to the North Wales Medical School



2024/25 – Llwyddiannau

- Gwelliant ar lywodraethu – sut rydym yn rhedeg y sefydliad (Archwilio Cymru)
- Gwelliant mewn llywodraethu ariannol a pherfformiad a ffocws ar ddefnyddio arian cyhoeddus yn dda – ennill gwerth
- Buddsoddi mewn arweinyddiaeth a newid diwylliannol – gyda 87 o Arweinwyr Newid Diwylliant wedi'u penodi
- Gwelliannau yn nifer y bobl sy'n aros dros 2 flynedd am driniaeth – gostyngiad o 47% ers Ionawr 2025 – presennol
- Gwasanaethau cymunedol newydd wedi'u profi – diwrnodau asesu cymunedol i bobl gael mynediad at wasanaethau ffisiotherapi
- Cyflwynwyd System Rheoli Ansawdd

2024/25 – Successes

- Improvement on governance – how we run the organisation (Audit Wales)
- Improvement in financial governance and performance and a focus on using public money well – gaining value
- Investment in leadership and cultural change – with 87 Culture Change Leaders appointed
- Improvements in the number of people waiting over 2 years for treatment – 47% reduction from Jan 2025 – present
- New community services tested – community assessment days for people to access physiotherapy services
- Quality Management System introduced



Camau nesaf

- Wrth edrych ymlaen at 2025/26, rydym yn canolbwyntio ar adeiladu ar y gwaith sylfaenol a'r cyflawni cynnar sydd wedi digwydd hyd yn hyn a chyflymu'r broses o gyflawni newidiadau i wasanaethau rheng flaen, gan barhau i ddatblygiad sefydliad a fydd yn gynaliadwy yn yr hirdymor. Bydd rhai darnau hanfodol o waith a fydd yn allweddol er mwyn gyflawni hyn, gan gynnwys:
- Parhau i flaenoriaethu ein ffocws ar wella mynediad at wasanaethau, gan ganolbwyntio ar ansawdd, canlyniadau a phrofiad
- Cydweithio â phartneriaid i ddatblygu Strategaeth Ddeng Mlynedd ar gyfer Gogledd Cymru, sydd yn canolbwyntio ar y system iechyd a gofal cymdeithasol gyfan yn hytrach nag ar iechyd yn unig
- Defnyddio'r gwersi a ddysgwyd yn sgil y gweithredu cynnar gan ddefnyddio ein System Rheoli Ansawdd i gynorthwyo a thrawsnewid gwasanaethau bregus y sefydliad

Next steps

Looking ahead to 2025/26, our focus is on building upon the foundational and early delivery work to date and to accelerate delivery of change to front line services, whilst continuing to build a sustainable organisation for the long-term. There are some critical pieces of work that will be fundamental to achieving this, which include:

- Continue to prioritise our focus on improving access to services, focusing on quality, outcomes and experience
- Work with partners to develop a Ten-Year Strategy for North Wales, that isn't just focused on health, but the how the whole health and social care system
- Take the learning from the early implementors using our Quality Management System to support and transform the organisation's fragile services



Russell Caldicott
Cyfarwyddwr Gweithredol Cyllid
Executive Director of Finance



Perfformiad yn erbyn Targedau Statudol a Thargedau Ariannol Eraill

Targedau Statudol

1. Y ddyletswydd ariannol gyntaf yw sicrhau nad yw'r gwariant yn fwy na'r cyllid cyfanredol dros gyfnod o dair blynedd.
2. Yr ail ddyletswydd ariannol yw paratoi Cynllun Tymor Canolig Integredig ar gyfer y 3 blynedd nesaf.

Targedau ariannol eraill

1. Talu 95% o'r holl anfonebau nad ydynt yn anfonebau GIG o fewn 30 diwrnod o dderbyn nwyddau neu anfoneb
2. Balans arian parod i fod o fewn terfynau goddefgarwch
3. Gwariant cyfalaf i fod yn ddim mwy na £0.5m o dan y dyraniad

Cyflwynwyd cyfrifon drafft a therfynol y Bwrdd Iechyd yn unol â'r amserlen genedlaethol.

Performance against Statutory & Other Financial Targets

Statutory

1. The first financial duty is ensure that expenditure does not exceed the aggregate funding over a three year period.
2. The second financial duty is to prepare an Integrated Medium Term Plan for the following 3 years period.

Other financial targets

1. Pay 95% of all non-NHS invoices within 30 days of receipt of goods or invoice
2. Closing cash balance to be within tolerance limit
3. Capital expenditure remains below allocation by no more than £0.5m

The Health Board submission of draft and final accounts was completed in accordance with the national timetable.



Adroddiad Archwilio Annibynnol gan Archwilio Cymru

- Canfyddiadau allweddol yn dilyn Archwiliad o'r Datganiadau Ariannol gan Archwiliad Archwilio Cymru:
 - Dim newid i'r alldro o'r cyfrifon drafft hyd at y cyflwyniad archwiliedig terfynol.
 - Cyhoeddodd yr Archwilydd Cyffredinol farn archwilio "cywir a theg" ar ddatganiadau ariannol 2024-25
Cafwyd sêl bendith
- Roedd y farn ar reoleidd-dra yn amodol gan fod y gwariant wedi mynd y tu hwnt i'r terfyn adnoddau a awdurdodwyd yn y cyfnod tair blynedd hyd at 2024-25.

Independent Audit Report by Audit Wales

- Key findings following Audit of the Financial Statements by Audit Wales:
 - No change to outturn from draft accounts to final audited submission.
 - Auditor General issued a "true and fair" audit opinion on the 2024-25 financial statements
A clean bill of health
- The regularity opinion was qualified as expenditure exceeded the resource limit authorised in the three year period to 2024-25.



Perfformiad yn erbyn targedau ariannol

Performance against financial targets

Disgrifiad / Description	Terfyn / targeted Limit / target	Union / Actual 2024-25	Cyflawnwyd / Achieved 2024-25	Cyflawnwyd / Achieved 2023-24
Gwariant Refeniw / Revenue Expenditure	£2,321.7m	£2,329.3m		
Gwariant Cyfalaf / Capital Expenditure	£50.7m	£50.3m	✓	✓
Nifer o anfonebau nad ydynt yn anfonebau GIG a dalwyd o fewn 30 diwrnod / Number of non-NHS invoices paid within 30 days	95.00%	95.60%	✓	
Paratoi Cynllun Integredig Tymor Canolig / Preparation of an Integrated Medium Term Plan	<i>Ni chytunodd y Bwrdd Iechyd ar gynllun integredig tair blynedd Health Board did not agree a three year integrated plan</i>			
Balans terfynol arian parod refeniw o fewn y terfyn goddefiant / Closing revenue cash balance within tolerance limit	£0-6.4m	£3.0m	✓	✓



Gwariant Refeniw

Revenue Expenditure

Disgrifiad / Description	Blwyddyn ariannol / Financial Year	Gwarged/(diffyg) Surplus/(deficit) £'m
Costau gweithredu net (ar ôl incwm) / Net operating costs (after income)	2024-25	£2,329.3m
Terfyn Adnoddau Refeniw / Revenue Resource Limit	2024-25	£2,321.7m
Gorwariant yn erbyn Terfyn Adnoddau Refeniw / Overspend against Revenue Resource Limit	2024-25	(£7.6m)
Gorwariant 2023-24 Overspend in 2023-24	2023-24	(£24.3m)
Tanwariant 2022-23 Underspend in 2022-23	2022-23	£0.4m
Cyfanswm gorwariant Cumulative overspend	2022-23 to 2024-25	(£31.5m)

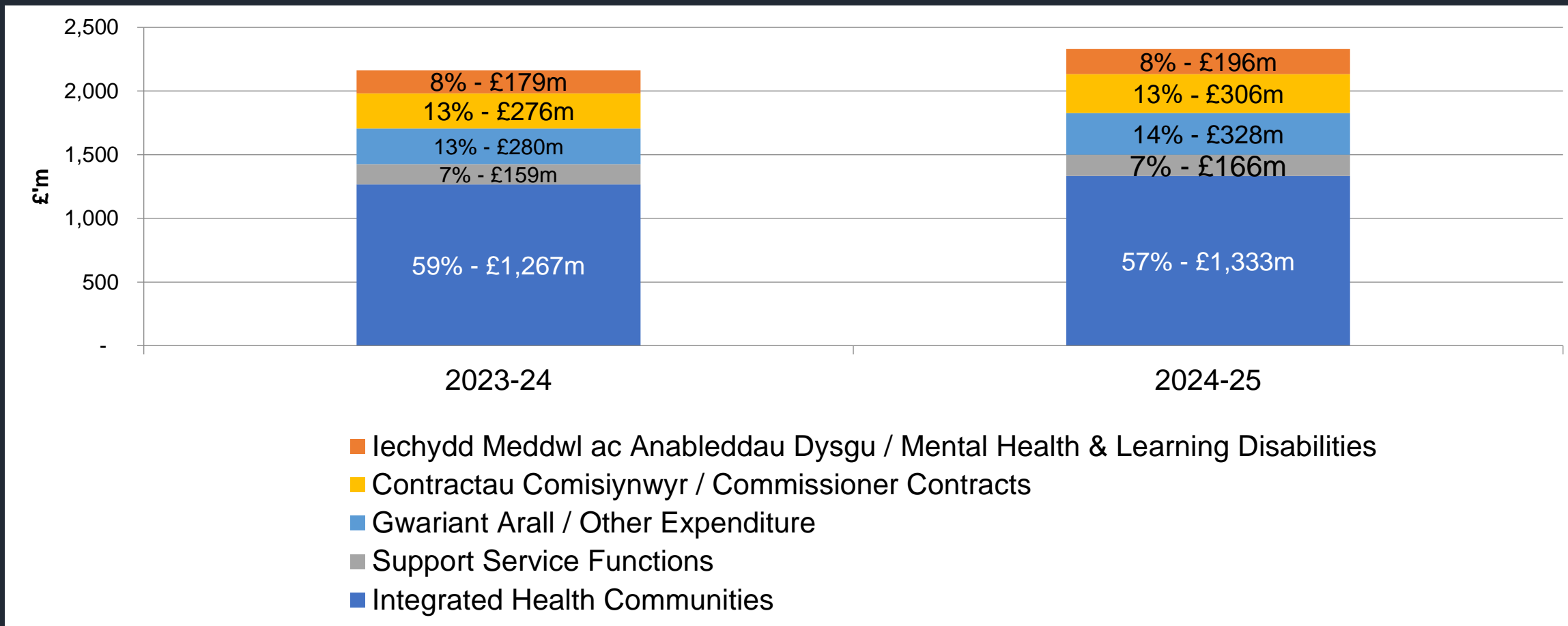
Gosododd Llywodraeth Cymru orwariant o £8.6m. Roedd yr alldro gwirioneddol yn dangos diffyg o £7.6m. Mae'n welliant ar y cynllun er nad yw'n cyflawni'r ddyletswydd allweddol gyntaf.

Welsh Government set an £8.6m overspend. Actual outturn a £7.6m deficit, an improvement over plan though not attaining the 1st key duty.



Gwariant fesul Uwch Adran

Expenditure by Division



Neilltuwyd yr adnoddau a dderbyniwyd gan Lywodraeth Cymru yn yr un cyfrannau â'r flwyddyn ariannol flaenorol. Y Cymunedau Iechyd Integredig sydd â'r costau mwyaf.

Resources received from Welsh Government committed in proportion to that of the previous financial years, Integrated Health Communities largest consumers of cost.

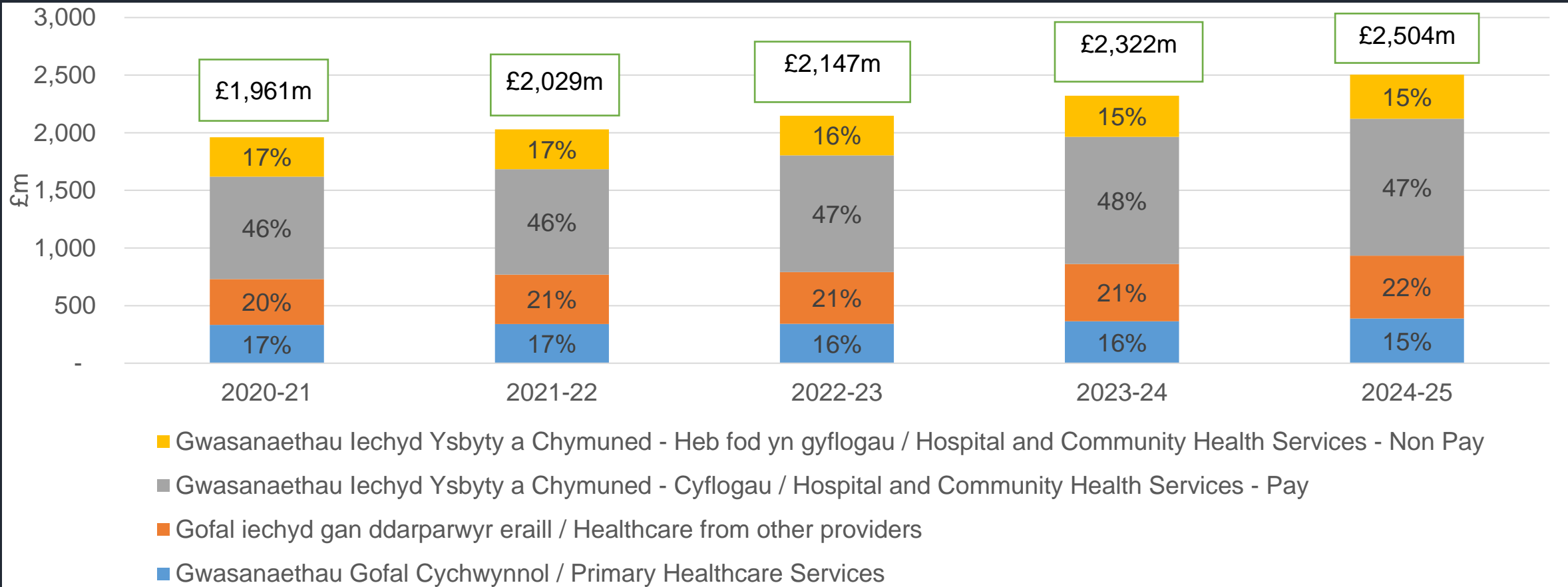


Gwariant fesul Categori

Mae'r graff isod yn dadansoddi gwariant yn erbyn y dyraniad adnoddau refeniw o £2,321.7m a dderbyniwyd gan Lywodraeth Cymru a'r incwm amrywiol o £176.5m

Expenditure by Category

The graph below analyses expenditure against the £2,321.7m revenue resource allocation received from Welsh Government and £176.5m miscellaneous income.



Gwariant Cyfalaf 2024-25

Capital Expenditure 2024-25

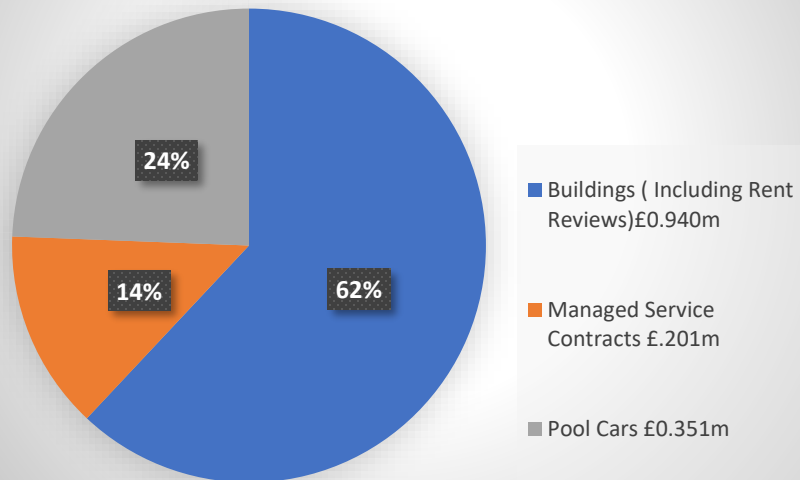
Gwariant Cyfalaf / Capital Expenditure

Terfyn Adnoddau Cyfalaf (Cyflawnwyd) / (Capital Resource Limit (Achieved))

£50.3m

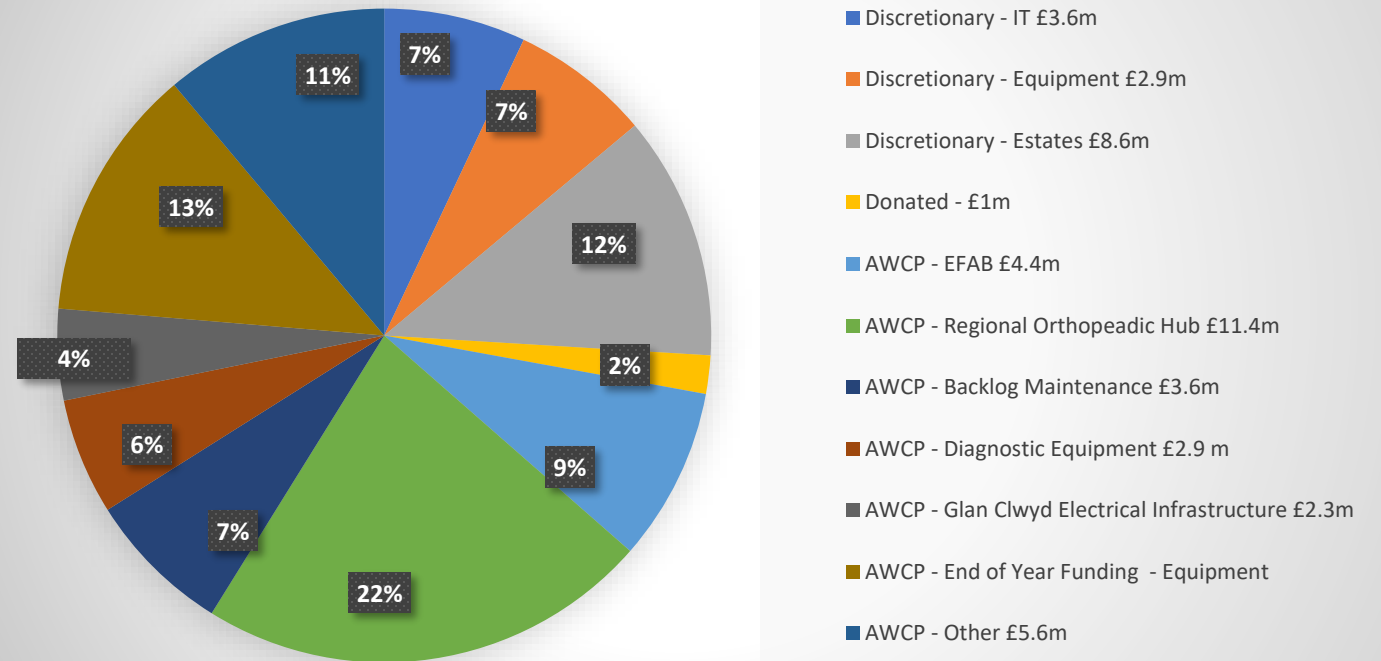
£0.349m underspend

Right of Use new/renewal of leases



Adnoddau a neilltuwyd o fewn y dyraniad cyffredinol o adnoddau cyfalaf ar gyfer 2024-25

All Wales capital programme and discretionary capital



Resources committed within the overall allocation of capital resource for 2024-25



Nifer a Gwerth yr anfonebau a dalwyd o fewn 30 diwrnod

Y targed yw talu cyflenwyr o fewn 30 diwrnod i ddyddiad yr anfoneb

Number & Value of invoices paid within 30 days

Target is to pay suppliers within 30 days of invoice

Disgrifiad / Description	2024-25	2024-25	2023-24	2023-24
	Nifer / Number	£000	Nifer / Number	£000
Anfonebau GIG / NHS invoices				
Cyfanswm y biliau a dalwyd / Total bills paid	5,051	460,350	5,035	403,119
Cyfanswm y biliau a dalwyd o fewn y targed / Total bills paid within target	4,468	442,950	4,455	382,457
% y biliau a dalwyd o fewn y targed / % of bills paid within target	88.5%	96.2%	88.5%	94.9%
Anfonebau nad ydynt yn rhai GIG/ Non-NHS invoices				
Cyfanswm y biliau a dalwyd / Total bills paid	395,093	923,864	415,369	934,927
Cyfanswm y biliau a dalwyd o fewn y targed / Total bills paid within target	377,799	900,129	392,504	906,772
% y biliau a dalwyd o fewn y targed / % of bills paid within target	95.6%	97.4%	94.5%	97.0%
Cyfanswm / Total				
Cyfanswm y biliau a dalwyd / Total bills paid	400,144	1,384,214	420,404	1,338,046
Cyfanswm y biliau a dalwyd o fewn y targed / Total bills paid within target	382,267	1,343,079	396,959	1,289,229
% y biliau a dalwyd o fewn y targed / % of bills paid within target	95.5%	97.0%	94.4%	96.4%

Talodd y Bwrdd Iechyd y rhan fwyaf o'r anfonebau o fewn 30 diwrnod, gan ragori ar y targed o 95%.

The Health Board paid the majority of invoices within 30 days, exceeding the 95% target measure.



Crynodeb a Chasgliad 2024/25

- Cyflwynodd y Bwrdd Iechyd gyfrifon drafft a therfynol i Lywodraeth Cymru, gan adrodd am ddiffyg o £7.6m;
 - Cyflwynwyd yn unol â'r amserlen cenedlaethol
 - Archwiliwyd y cyfrifon gan Archwilio Cymru
 - Barn DDIAMOD 'Sêl Bendith'
 - Dim newid o'r drafft i'r cyflwyniad terfynol
 - Barn reoleiddio amodol 'dyletswydd ariannol allweddol'
 - Cyflawni'r terfynau ariannol (gwariant yn is na'r terfyn)
 - Talwyd dros 95% o anfonebau nad ydynt yn anfonebau GIG o fewn 30 diwrnod yn ystod 2024/25
- Mae'r Bwrdd Iechyd wedi cyflawni gofynion perfformiad ariannol 2024/25, gan osod Cynllun Tymor Canolig sy'n cyflawni'r ddyletswydd ariannol ac yn mantoli'r cyfrifon ar gyfer 2025/26

Summary & Conclusion 2024/25

- Health Board submitted draft & final accounts to Welsh Government, reporting a £7.6m deficit;
 - Submitted to national timetable
 - Accounts audited by Audit Wales
 - UNQUALIFIED opinion '**Clean Bill of Health**'
 - No change from draft to final submission
 - Regulatory opinion qualified 'key financial duty'
 - Capital limits achieved (expenditure below limit)
 - Over 95% of Non-NHS invoices paid within 30 days during 2024/25
- The Health Board has delivered the required financial performance for 2024/25. Setting a Medium Term Plan that attains the key financial duty and break-even for 2025/26.



Camau nesaf (parhad...)

- Datblygu'r Achos Busnes ynghylch y Cofnod Gofal Iechyd Electronig i gynorthwyo i gyflawni trawsnewid yn y tymor hwy
- Galluogi mwy o adnoddau i ganolbwyntio ar waith atal ac ymyrraeth gynnar, gan fanteisio'n well ar gyfleoedd yn y gwasanaethau gofal sylfaenol a chymunedol
- Mynd i'r afael â'r anawsterau sy'n bodoli ers tro o ran sut mae'r Bwrdd Iechyd yn gweithredu, gan ganolbwyntio ar y bobl, systemau, prosesau, diwylliant a strategaethau yn ogystal â'r strwythur.

Next steps (continued...)

- Develop the Electronic Healthcare Record Business Case to support longer term transformation
- Enable more resource to focus on prevention and early intervention, making better use of opportunities within the primary and community services
- Address the long-standing issues with the way the Health Board operates, focusing not only on the structure, but also the people, systems, processes, culture and strategy



Gwella Mynediad Gwella Ansawdd Hwyluso Gofal

Improving Access Improving Quality Facilitating Care

- ✓ Uwch Nyrs Tesni Sullivan - Arweinydd IVAS a'r Nyrs Arweiniol ynghylch Mynediad at Wasanaethau Fasgwlaidd
- ✓ Dr Craig Beaton – Arweinydd Meddygol IVAS a Meddyg Ymgynghorol ITU/Anaestheteg
- ✓ Dr Nathan Littley – Cynorthwyo i Ddatblygu IVAS a Hyfforddai Anaestheteg Mewnol

- ✓ Sr Nurse Tesni Sullivan - IVAS Lead and Lead Vascular Access Nurse
- ✓ Dr Craig Beaton - IVAS Medical Lead and ITU/Anaesthetic Consultant
- ✓ Dr Nathan Littley - IVAS Development Support and Resident Anaesthetic Trainee



BCU
IV ACCESS
SERVICE



BCU
IVAS



CYFLWYNIAD

Beth yw Gwasanaeth Mynediad IV?

Pam mae arnom ni angen hynny?

Beth sy'n digwydd mewn mannau eraill?

INTRODUCTION

What is an IV Access Service?

Why do we need one?

What's happening elsewhere?







Angela Wood
Cyfarwyddwr Gweithredol
Nyrsio
Adroddiad Blynyddol
ynghylch Ansawdd 2024-25

Angela Wood
Executive Nurse Director
Annual Quality Report 2024-25



Myfyrio, Dysgu, Gwella gyda'n Gilydd

Mae'r Adroddiad Ansawdd Blynyddol hwn yn adlewyrchu taith ansawdd y Bwrdd Iechyd drwy'r canlynol:

-  Y Cynllun Blynyddol (2024–25)
-  Y Fframwaith Dad-ddwysáu Mesurau Arbennig
-  Y Cynllun Tymor Canolig Integredig (IMTP)
-  Y Cynllun Tair Blynedd (2024–27)

Mae'r adroddiad hwn wedi'i wreiddio yn Neddf Dyletswydd Ansawdd (Iechyd a Gofal Cymdeithasol (Ansawdd ac Ymgysylltu) (Cymru) 2020), ac mae'n nodi sut mae'r sefydliad yn gwella gofal, yn cryfhau llywodraethu, ac yn meithrin diwylliant dysgu yn ddiddiwedd.





Mae'r cerrig milltir allweddol yn cynnwys:

- Cyflwyno'r System Rheoli Ansawdd (QMS) ac ap Cymru yn gyntaf
- Lansio'r Dangosfwrdd Ansawdd a'r Polisi Trin Pryderon Integredig
- Gwelliannau o ran goruchwyliaeth glinigol, tryloywder, a llywodraethu ariannol
- Cynnydd sydd wedi digwydd o ran gofal wedi'i gynllunio, iechyd meddwl, ac ymgysylltu â dinasyddion

"Fel Cyfarwyddwr Gweithredol Nyrsio, rwy'n falch o arwain yr agenda hwn. Gyda'n gilydd, rydym yn llunio Bwrdd Iechyd sy'n gwrando, yn dysgu ac yn cyflawni er budd Gogledd Cymru." - Cyfarwyddwr Gweithredol Nyrsio

Reflecting, Learning, Improving Together

This Annual Quality Report reflects the Health Boards quality journey through:

-  Annual Plan (2024–25)
-  Special Measures De-escalation Framework
-  Integrated Medium-Term Plan (IMTP)
-  Three-Year Plan (2024–27)

Rooted in the **Duty of Quality** (*Health & Social Care (Quality and Engagement) (Wales) Act 2020*), the report sets out how the organisation continuously improves care, strengthens governance, and fosters a learning culture.

Key milestones include:

- Rollout of the **Quality Management System (QMS)** and Wales-first app
- Launch of the **Quality Dashboard** and **Integrated Concerns Policy**
- Improvements in clinical oversight, transparency, and financial governance
- Progress made in planned care, mental health, and citizen engagement

"As Executive Nurse Director, I'm proud to lead this agenda. Together, we are shaping a Health Board that listens, learns, and delivers for North Wales." - Executive Nurse Director



Taith Ansawdd - Tair Neges Allweddol

Mae tair neges allweddol sy'n diffinio ymagwedd y Byrddau Iechyd at ansawdd:

- 1 Dod yn Sefydliad sy'n cael ei Lywio gan Ansawdd ac yn Dysgu
- 2 Gwella Mynediad Amserol at Wasanaethau Gofal Iechyd
- 3 Cydweithio â'n Dinasyddion a'n Partneriaid

Mae'r adroddiad wedi'i strwythuro o amgylch pum amcan y Bwrdd Iechyd, ac mae'r gwelliannau allweddol wedi'u cynnwys. Mae'r adroddiad hefyd yn cadarnhau sut mae pob un o'r amcanion canlynol yn cynorthwyo â fframwaith y System Rheoli Ansawdd:






1. Datblygu Sefydliad Effeithiol – Llywodraethu, cynllunio, risg, a sylfeini system
2. Datblygu Strategaeth a Newidiadau Hirdymor – Gofal ataliol ac iechyd y boblogaeth
3. Creu Diwylliant, Arweinyddiaeth ac Ymgysylltu Tosturiol – Lles y gweithlu ac arwain y gweithlu
4. Gwella Ansawdd, Deilliannau a Phrofiad – Diogelwch cleifion, lleisiau cleifion, ac ailgynllunio gwasanaethau
5. Sefydlu Amgylchedd Dysgu – Datblygu staff, ymchwil a gwelliannau sy'n cael eu llywio gan ddata

Quality Journey- Three Key Messages

There are three key messages which define the Health Boards approach to quality:

- 1 Becoming a Quality-Driven and Learning Organisation
- 2 Improving Timely Access to Healthcare
- 3 Working with Our Citizens and Partners

The report is structured around the five Health Board objectives, with key improvements included. The report also confirms how each of the following objectives, supports the Quality Management System framework:

-  Building an Effective Organisation – Governance, planning, risk, and system foundations
-  Developing Strategy and Long-Lasting Change – Preventive care and population health
-  Creating Compassionate Culture, Leadership & Engagement – Workforce wellbeing and leadership
-  Improving Quality, Outcomes & Experience – Patient safety, voice, and service redesign
-  Establishing a Learning Environment – Staff development, research, and data-led improvement



Lleisiau'r Cyhoedd yn Llywio Newidiadau Strategol

Mae'r Bwrdd Iechyd wedi pennu bod gwranddo yn rhan allweddol o'i dull o wella ei wasanaethau. Yn 2024–25, ymgysylltodd y sefydliad â chleifion, gofalmwyr, cymunedau a phartneriaid trwy arolygon, digwyddiadau, adborth LLAIS, a sgysiau rheolaidd, a defnyddio'r pethau a glywodd i lunio penderfyniadau a llywio newidiadau.

O ran gwella ansawdd, dywedodd pobl wrth y Bwrdd Iechyd eu bod yn dymuno:

- Aros llai am wasanaethau
- Gallu cael gofal yn lleol yn haws
- Cyfathrebu mwy eglur yn ystod triniaethau
- Cymorth mwy cynhwysol a chydabod gofal da

Beth mae'r Bwrdd Iechyd wedi'i wneud

- Llai o amseroedd aros trwy ddiagnosteg, cymorth y 3P a Chanolfan Orthopedig
- Ehangu gwaith allgymorth mewn mannau gwledig, gwasanaethau dermatoleg a dull dehongli fideo BSL
- Gwell cyswllt ward a lansio adnoddau i gynnig adborth trwy SMS
- Cynorthwyo gofalmwyr di-dâl a chyflwyno'r Siarter Plant
- Rhannu straeon cleifion i gydnabod gofal gwych ac ysbrydoli gwelliannau.
- Ymgorffori lleisiau'r cyhoedd yn yr IMTP a'r Cynllun Cyflawni Blynnyddol

"Mae'r camau hyn yn adlewyrchu ein hymrwymiad i ddysgu gwersi trwy wrando ar leisiau dinasyddion, mynd i'r afael â phryderon yn ystyrlon, a meithrin gwelliannau diddiwedd. Bydd yr ymgysylltu hwn yn parhau i fod yn allweddol o ran ein dull o lunio blaenoriaethau a chynnig gofal o ansawdd uchel, sy'n canolbwyntio ar yr unigolyn yn y dyfodol." - Cyfarwyddwr Partneriaethau, Cyfathrebu ac Ymgysylltu

Public Voice Driving Strategic Change

The Health Board has made listening a key part of how it improves its services. In 2024–25, the organisation engaged with patients, carers, communities, and partners through surveys, events, LLAIS feedback, and everyday conversations, and used what it heard to shape decisions and drive change.

In terms of improving quality, people told the Health Board they wanted:

- Shorter waits
- Easier access to care locally
- Clearer communication during treatment
- More inclusive support and recognition of good care

What the Health Board has done:

- Reduced waiting times via diagnostics, 3Ps support & Orthopaedic Hub
- Expanded rural outreach, dermatology services & BSL video interpretation
- Improved ward contact and launched SMS feedback tools
- Supported unpaid carers and introduced the Children's Charter
- Sharing patient stories to recognise great care and inspire improvements.
- Embedded public voice into the IMTP & Annual Delivery Plan

"These actions reflect our commitment to learning from citizen voice, addressing concerns meaningfully, and fostering continuous improvement. This engagement will remain central to how we shape priorities and deliver high-quality, person-centred care going forward." - Director of Partnerships, Communications and Engagement



Ymrwymo i Ragoriaeth: Y Weledigaeth at y Dyfodol

Ffocws: Agwedd flaengar a gaiff ei llywio gan dosturi, atebolrwydd ac arloesi

- Ehangu mabwysiadu'r QMS ledled gwasanaethau — ymgorffori diwylliant o welliannau sy'n cael eu llywio gan ansawdd
- Cryfhau diogelwch a thryloywder a dysgu'n well trwy ddangosfyrddau ac offerynnau digidol
- Parhau i ddatblygu staff, gan feithrin diwylliant cynhwysol yn y gweithle trwy ymgysylltu ag arweinwyr, grymuso staff, a gweithio a helpu i gynnig gofal eithriadol.
- Gweithredu'r Pum Amcan Strategol gan sicrhau eu bod yn hollol gydnaws â'r nodau ansawdd hirdymor
- Bod yn hynod o ddiolchgar i'r staff, partneriaid, a dinasyddion am ysgogi cynnydd a chyflawni newidiadau

Mae'r adroddiad hwn yn adlewyrchu blwyddyn o drawsnewid a chynnydd. Yn sgil arweinwyr newydd, systemau cryfach, ac ymrwymiad dwfn i gynnig gofal tosturiol, rydym yn adeiladu'r sylfeini i sicrhau newidiadau parhaol. O hyn ymlaen, byddwn yn parhau i ganolbwyntio ar wrando, dysgu a chynnig gwasanaethau diogel ac effeithiol i bobl Gogledd Cymru."

- Cadeirydd a Phrif Weithredwr, Bwrdd Iechyd Prifysgol Betsi Cadwaladr

Commitment to Excellence: The Vision Ahead

Focus: A forward view driven by compassion, accountability, and innovation

- Expand adoption of the **QMS** across services — embedding culture of quality-led improvement
- Strengthen safety, transparency, and learning through dashboards and digital tools
- Continue staff development, leadership engagement, and inclusive workplace culture
- Execute the Five Strategic Objectives in full alignment with long-term quality goals
- Deep gratitude to staff, partners, and citizens for driving progress and delivering change

This report reflects a year of transformation and progress. With renewed leadership, stronger systems, and a deep commitment to compassionate care, we are building the foundations for lasting change. As we move forward, our focus remains on listening, learning, and delivering safe, effective services for the people of North Wales."

- Chair and Chief Executive, Betsi Cadwaladr University Health Board



IVAS BIPBC - Y CYNTAF YNG NGHYMRU

Lansiwyd IVAS yng Nghymuned Iechyd
Integredig y Canol ar 20 Mai

Rydym yn gwella profiadau a deilliannau

Yn denu sylw yn genedlaethol ac yn
rhyngwladol

Mae BIPBC yn cael sylw am fod yn
arloesol a sicrhau ansawdd yn sgil IVAS

BCU IVAS THE FIRST IN WALES

IVAS launched in Central IHC 20th May

We are improving experiences and
outcomes

National and international attention

IVAS is putting BCUHB on the map for
innovation and quality



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BCU
IVAS

GWELLA MYNEDIAD

IMPROVING ACCESS

Stori John

John's story

“Mae wedi cynnig rhyddid i mi,
mae wedi caniatáu i mi barhau i
fyw fy mywyd”

“It's given me my freedom, it's allowed
me to keep living my life”

Pwy arall a all elwa?

Who else can benefit?



BCU
IVAS



GWELLA MYNEDIAD

Derbyniwyd claf â rhwystr yn y coluddyn

- Gosodwyd mwy na 30 o diwbiau mewn 7 diwrnod
- Methodd sawl ymgais gan staff Anaestheteg yn defnyddio uwchsain
- Trefnwyd i'r claf gael caniwla ymylol hir => 2 ddiwrnod o oedi
- Cyfeiriwyd at IVAS => Aseswyd y claf a gosodwyd PICC ymhen 4 awr
- CYFANSWM = 10 diwrnod o oedi yn llwybr y driniaeth



IMPROVING ACCESS

A patient admitted with bowel obstruction

- Over 30 cannulations in 7 days
- Multiple attempts by Anaesthetics with ultrasound failed
- Listed for midline in theatre => 2-day delay
- Referred to IVAS => Assessment and PICC insertion within 4 hours
- TOTAL = 10 day delay in treatment pathway

BCU
IVAS



IVAS handles 30-40 requests each week	
<i>Since launching IVAS have placed</i>	
Midlines	61
Ultrasound-guided cannulas	45
Implanted ports	23
PICCs	239
<i>Other request handling</i>	
Complication reviews	39
Patient assessments	194
Total new device insertions	369



GWELLA ANSAWDD

Hyrwyddwyr CVAD

Cydweithredu i gynnig addysg

“Dros 8 wythnos, yr wyf wedi llwyddo i gynnig hyfforddiant i 13 o unedau gwahanol ym meysydd meddygol Ardal y Canol yn BIPBC. Mae hyn wedi gwella diogelwch, profiadau a boddhad cleifion”



IMPROVING QUALITY

CVAD Champions

Collaboration for education

“In 8 weeks I have been able to provide training to 13 different units within BCU Central Medical areas. This has improved patient safety, experience and satisfaction”

BCU
IVAS



GWELLA ANSAWDD

Llywodraethu gwell

Llai o risgiau

Safoni

Addysg yn parhau

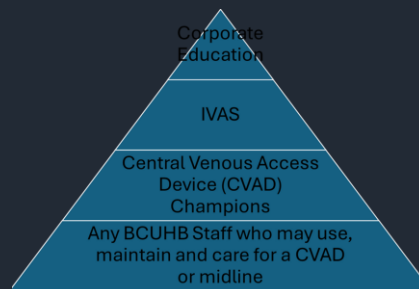
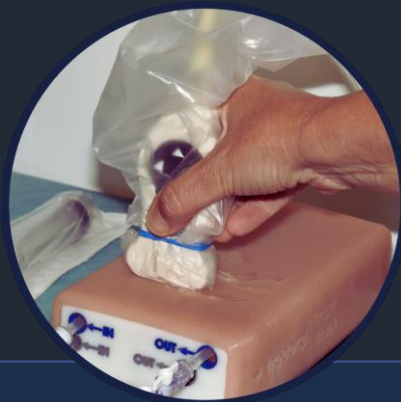
IMPROVING QUALITY

Improved governance

Reduced risk

Standardisation

Continued education



GWELLA ANSAWDD

“Symudodd fy mam i ward arall, ac yn wahanol i staff y ward flaenorol, nid oedd y staff yno yn gwybod sut i ddefnyddio'r PICC felly bu'n rhaid iddi oddef nodwyddau unwaith eto. Gofynnais am gyfeiriad at IVAS sy'n sicrhau bod addysg a chymorth i staff yn digwydd er mwyn gwella gwybodaeth a sgiliau staff y ward hon, er mwyn gwella profiad fy mam a sicrhau ei bod hi'n ddiogel.”

IMPROVING QUALITY

“My mum moved ward and staff didn't know how to use the PICC compared to the other ward so she was subjected to needles once again. I asked for referral to IVAS who are ensuring that education and support for staff is happening to improve knowledge and skill of the staff on this ward, to make my mums experience better and keep her safe.”



HWYLUSO GOFAL

Galluogi triniaethau

Atal cymhlethdodau

Mwyhau effeithiolrwydd

FACILITATING CARE

Enabling treatment

Preventing complications

Multiplying effectiveness



BCU
IVAS



HWYLU SO GOFAL

FACILITATING CARE

Event	Cost Estimate
One off Costs	
7 Days in a ward bed	£2,100
60 Days in ITU	£180,000
30 Days in a ward bed	£9,000
<u>Total</u>	<u>£191,100</u>
Lifetime costs	
Dialysis/year ongoing	£20,000
Disability Allowances	uncalculated
Loss of income/productivity	uncalculated



HWYLU SO GOFAL

Beth pe bai IVAS ar gael?

Daw'r claf a chaiff ganiwla yn yr Adran Achosion Brys neu'r ward aciwt.

Daw IVAS i weld y claf y diwrnod canlynol a sicrhau mynediad pendant.

Bydd yn dychwelyd adref ymhen 2 neu 3 diwrnod heb unrhyw gymhlethdodau hirdymor.



FACILITATING CARE

What if IVAS were available?

The patient presents and gets a cannula in ED or acute ward

IVAS attend the next day and secure definitive access

They return home after 2-3 days without long term complications



IVAS YN CYNNIG GWERTH

“Ystyr gwerth ym maes gofal iechyd yw’r deilliannau iechyd hynny sy’n bwysig i gleifion o gymharu â chost cyflawni’r deilliannau hynny”

Addasiad o sylw gan Michael Porter yn Null Iechyd a Gofal Cymdeithasol Llywodraeth Cymru

VALUE FROM IVAS

“Value in healthcare is defined as the health outcomes that matter to patients relative to the cost of achieving those outcomes”

Porter, adapted in Welsh Government Health & Social Care Approach



	Estimated Annual Savings
Reduced Emergency Theatre Use	£383,446
Reduced Interventional Radiology Dependence	£138,999
Avoided Complications (AKI, Sepsis, ITU, LoS delay)	£397,440
OPAT Enablement (IV therapy in the Community)	£1,361,406
Staff Release from Dual Roles	£119,968
Total Estimated Annual Efficiency Savings	£2.4 million
Annual IVAS Cost	£616,006
Net Positive Value	<u>£1.78 million/year</u>



CRYNODEB

Mae IVAS yn Gwella Mynediad

IVAS yn Gwella Ansawdd

IVAS yn Hwyluso Gofal

Os cawn eich cefnogaeth, gallwn gynnig holl fuddion IVAS wedi'i ariannu'n llawn ym mhob un o'r tair Cymuned Iechyd Integredig



IN SUMMARY

IVAS Improves Access

IVAS Improves Quality

IVAS Facilitates Care

With your support, we can bring all the benefits of a fully funded IVAS across all three IHCs



- Gwella Mynediad
- Gwella Ansawdd
- Hwyluso Gofal
- Improving Access
- Improving Quality
- Facilitating Care

Tim IVAS Team: Craig Beaton, Tiffany Duerden, Nathan Littley, Tesni Sullivan, Nathan Stevenson and Jennie Wickham

**BCU
IV ACCESS
SERVICE**



**BCU
IVAS**



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Diweddariad am Wasanaethau Orthopaedig gan Ysbyty Maelor Wrecsam

Orthopaedic Update from Wrexham Maelor Hospital

Yr Athro Ibrahim Malek

Llawfeddyg Orthopaedig Ymgynghorol

Arweinydd Cymalffurfiadau

Arweinydd Ymchwil

Ysbyty Maelor Wrecsam

Prifysgol Wrecsam

Professor Ibrahim Malek

Consultant Orthopaedic Surgeon

Arthroplasty Lead

Research Lead

Wrexham Maelor Hospital

Wrexham University





**Uned Gydlynol
A Cohesive Unit**

**“Enillion Ymylol”
“Marginal Gains”**





Emma Hughes

Rheolwr yr Arbenigedd yn y Safle
Site Specialty Manager

'Rhestrau Theatr Dwys lawn' 'Super-lists'

2 restr ar yr un pryd

2 simultaneous list

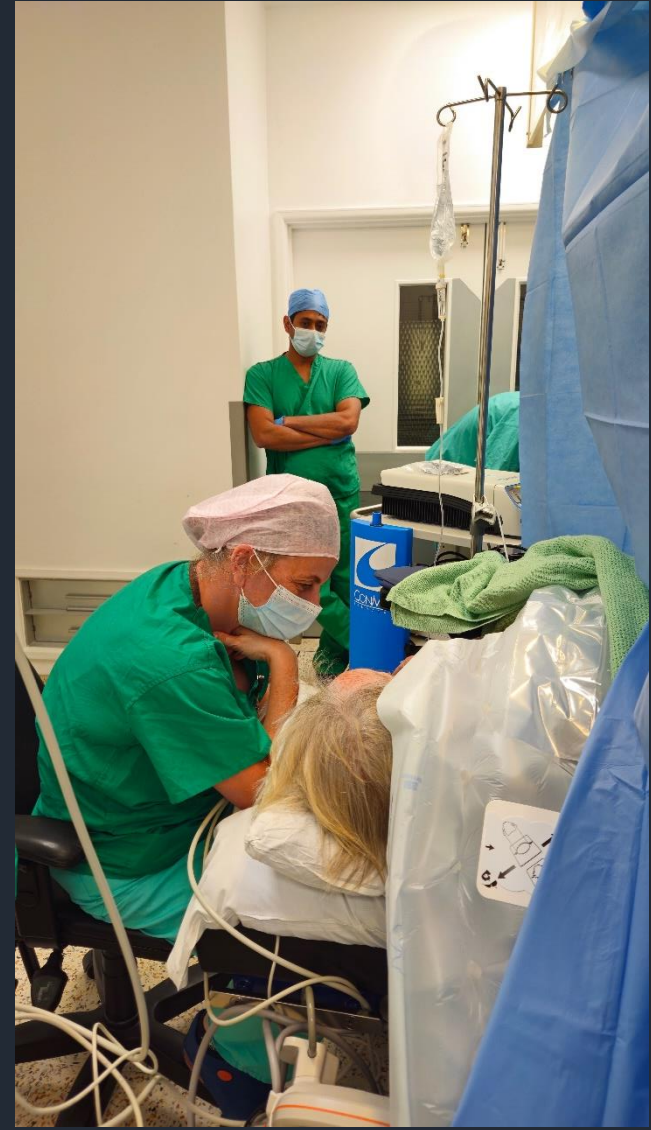
6 rhestr ar y cyd gan un llawfeddyg

6 Joints by single surgeon

Effeithlonrwydd/Tegwch

Efficiency/Equity

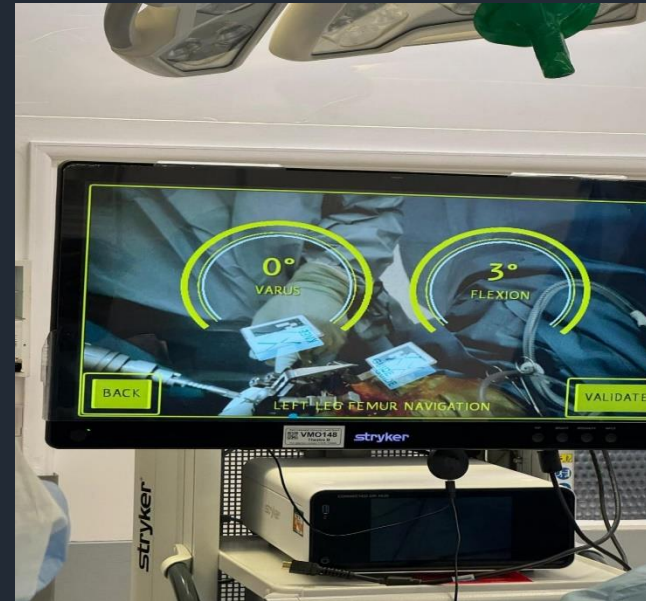






Arloesi:
AR TKR
Pixee

Innovation:
AR TKR
Pixee





Arloesi : Innovation:

UGCTR

UGCTR





Cynaliadwyedd

Gorchuddion penliniau
Pecynnau rhew

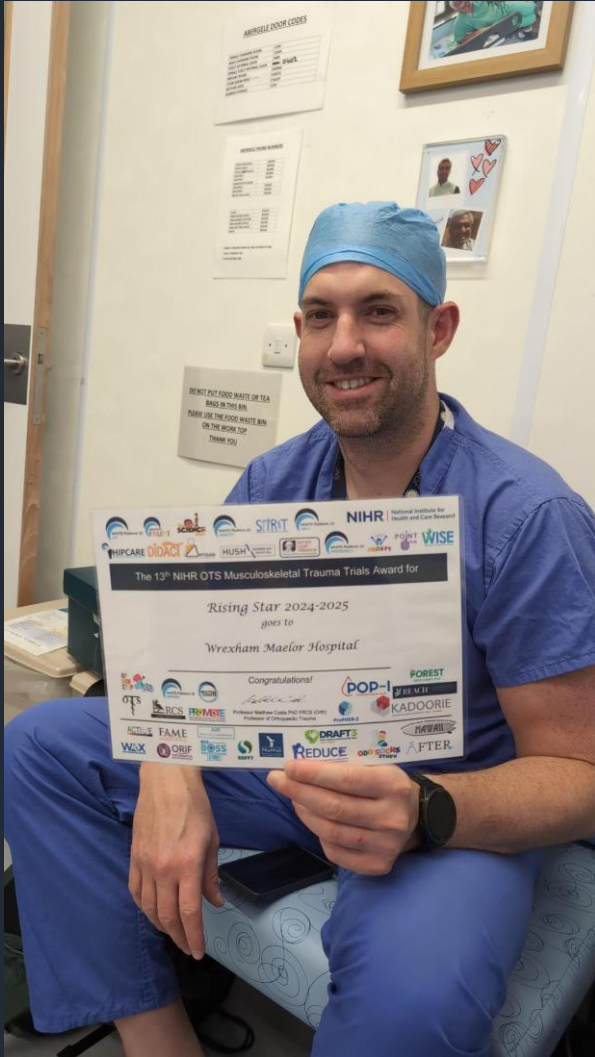
MOPS

Sustainability

Knee dressing
Ice pack

MOPS





Ymchwil

Gwobr NIHR
'Gwobr Seren y Dyfodol'

Treial FRUITI
Treial HIPPY
Astudiaeth REACH
Astudiaeth WHITE
Treial DRAFT3

Research

NIHR Award
'Rising Star Award'

FRUITI trial
HIPPY trial
REACH study
WHITE study
DRAFT3 trial





Hyfforddiant

Hyfforddai ychwanegol yn yr arbenigedd

Cwrs gradd meistr ar gyfer nyrsys

Cronfa ymchwil

Training

Additional Specialty trainee

Masters course for nurses

Research fund



Adam Mackridge

Prosiect REMEDY
REMEDY Project

Hwyluso Dyroddi Meddyginiaethau o
Bell (Remote MEDication made easY)
Remote MEDication made easY



Yr Her

- **Ymdrinnir â 70% o'r cysylltiadau y Tu Allan i Oriau dros y ffôn erbyn hyn**
 - **Mwy cyfleus i gleifion**
 - **Gofal yn nes at gartrefi cleifion**
- **Sut allwn ni gyflenwi meddyginiaethau ar ôl yr alwad?**
 - **Mae hynny'n neilltuol o heriol mewn ardaloedd anghysbell neu wledig**

The Challenge

- **70% of Out of Hours contacts now handled by phone**
 - **More convenient for patients**
 - **Care closer to home**
- **How do we supply medicines after the call?**
 - **Especially challenging in remote or rural areas**





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Ateb posibl?

Cysylltir â'r Meddyg dros y ffôn



Bydd y Meddyg yn dyroddi meddyginiaethau o REMEDY



Rhoddir Cod PIN i'r claf



Bydd y claf yn casglu'r meddyginiaethau o beiriant REMEDY



Peiriant REMEDY Machine

A possible solution?

Telephone call with Doctor



Doctor issues medicine from REMEDY



PIN Code given to patient



Patient collects medicine from REMEDY machine



Yr Ymchwil

- Ariannwyd y prosiect gan Ymchwil Iechyd a Gofal Cymru
- Prifysgolion Bangor, Abertawe, Aberdeen a Rhydychen
- Arolygon, cyfweiliadau, a thechnegau arsylwi ynghyd ag asesiad o ran yr economi iechyd

The Research

- Funded by Health and Care Research Wales
- Bangor, Swansea, Aberdeen, and Oxford Universities
- Surveys, interviews, and observation techniques with health economic assessment





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Annual Report 2024/25



What Our Report Tells You

Our Annual Report explains what we do as a health board, the care we provide, how we plan, deliver, and improve your local healthcare services. It describes, in three parts, our achievements and challenges throughout 2023-2024 across a wide range of areas:

Part 1 Performance Report

This report details how we have performed against Welsh Government targets and actions planned to improve our performance.

Part 2 Accountability Report

This report details our key accountability requirements under the Companies Act 2006 and The Large and Medium-sized Companies and Groups (Accounts and Reports) Regulations 2008 (as adapted for public sector organisations). It includes our Annual Governance Statement (AGS), which provides information about how we manage and control our resources and risks and comply with governance arrangements.

Part 3 Financial Accounts

Our summarised Financial Statements detail how we have spent our money and met our obligations under The National Health Service Finance (Wales) Act 2014.

Copies of documents can be downloaded from the Health Board's website at <https://bcuhb.nhs.wales/about-us/governance-and-assurance1/>

or are available on application to the Health Board's Communications Team at BCUHB, Block 5, Carlton Court, St Asaph Business Park, St Asaph, LL17 0JG, by telephone on 03000 840 008 or by e-mail to bcuhbpressdesk@wales.nhs.uk.



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Part One – The Performance Report

1. Overview from the Chair and Chief Executive

We are pleased to present the Annual Report for Betsi Cadwaladr University Health Board for the period 2024–25. This report offers an important opportunity to reflect on the year's progress, challenges, and the continued commitment of our staff, partners, and communities to improving health and care services across North Wales.

This year has been a pivotal one in the Health Board's journey of progress following being placed into Special Measures in February 2023. While significant challenges remain, we are encouraged by the steady and measurable improvements made across key areas including leadership, governance, clinical quality, and financial management. These gains are the result of considerable focus, discipline, and collaboration throughout the organisation and across our wider health and care system.

Throughout the year, we have taken steps to strengthen the foundations of the Health Board. We have continued to stabilise our leadership structures and are building a culture rooted in transparency, shared responsibility, and continuous learning.

Our clinical teams have worked hard to improve access and outcomes for patients, despite ongoing pressures in workforce availability and service demand. We have seen progress in areas such as planned care recovery, urgent and emergency care pathways, and the delivery of key public health priorities, but we also understand that for many of our population it is access to health and well-being services that remains difficult.

Infrastructure developments have advanced during the year, including the development of a new orthopaedic hub at Llandudno Hospital, with investment in our estate and facilities aimed at supporting the delivery of modern, safe, and effective care. We have also continued to accelerate our digital transformation programme, recognising the role that innovation and technology must play in the future of health and care services. As part of this, work is now underway to implement an electronic healthcare record within our mental health services - a key step in improving coordination, continuity, and the quality of care for patients.

We are proud to have introduced innovative technologies such as robotic-assisted knee surgery, positioning the Health Board at the forefront of modern surgical practice. This development is already enhancing patient outcomes and reducing recovery times, and it reflects our commitment to clinical excellence and innovation.

Our partnerships have strengthened over the last year. Working closely with local authorities, the third sector, patients, and the public, we are reshaping services to better meet the needs of our communities. We are grateful to all those who have engaged with us in shaping the future direction of health and care across the region.

We also acknowledge that challenges remain. Recruiting and retaining staff in some key clinical areas continues to be difficult, and financial pressures persist across the system. These issues will require sustained attention, collaborative effort, and honest conversations about how we collectively prioritise care.

As we look ahead, our priority is to maintain and build on the progress will require continued focus, support from our partners, and a shared commitment to putting the needs of patients and communities first.

We share this Annual Report as both a reflection of what's been achieved over the past year and a clear statement of our direction for the future. We hope you'll take the time to explore its contents, and we welcome your continued support and challenge as we work to rebuild trust, improve outcomes, and deliver safe, high-quality care for the people and communities of North Wales.

2. Reporting Requirements

The purpose of the performance section of this Annual Report 2024/25, as set out in the guidance provided in the NHS Wales 2024/25 Manual for Accounts, is to provide information on Betsi Cadwaladr University Health Board, its main objectives and strategies and the principal risks that it faces. The requirements are based on the matters required to be dealt with as set out in Chapter 4A of Part 15 of the Companies Act 2006, as adapted in the Financial Reporting Manual and NHS Wales Guidance Manual.

The main features of the performance report flow from the organisation's agreed plan and demonstrate how the Health Board has delivered against these.

It should be noted that the duty of quality came into legal force in April 2023 in line with the Health and Social Care (Quality and Engagement) (Wales) Act 2020. There is a requirement for the requirement of an Annual Duty of Quality and Duty of Candour report. These reports will be prepared and published separately to this Performance Report. Further information is available in the Annual Accountability Report, Page 66.

3. Betsi Cadwaladr University Health Board

The Health Board is the largest health organisation in Wales, with a budget of £2.3 billion and a workforce of 21,100 as of the end of March 2025. The Health Board is an integrated health system that strives for excellent compassionate care delivered in partnership with the public and other statutory and third sector organisations.

We are responsible for the delivery of health care services to more than 700,000 people across the six counties of North Wales (Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire and Wrexham). This includes the provision of primary, community and mental health, as well as general hospital services.

In primary care settings the Health Board delivers NHS care through a combination of independent contractors and directly delivered services across North Wales. This network of primary care services covers 95 medical practices (“GP practices”), 71 dental and orthodontic practices, 70 optometry/optician practices and 144 community pharmacies (See appendix 1).

In community settings, the Health Board delivers a wide range of community NHS services including community nursing, health visiting, physiotherapy, and palliative care, through a network of health centres, clinics, community team bases and 17 community hospitals, coordinated across 14 localities (See appendix 1)

Community mental health services are delivered from bases across North Wales, supported by inpatient mental health units across the region.

The Health Board also delivers primary, community and mental health services to the prison population within His Majesty’s Prison Berwyn in Wrexham.

General hospital services are provided from three main sites (Ysbyty Gwynedd in Bangor, Glan Clwyd Hospital in Bodelwyddan and Wrexham Maelor Hospital), with some surgical services also being delivered in Abergele and Llandudno.

Where NHS care cannot be provided within North Wales, such as for certain rare conditions or highly specialist services, the Health Board works with other NHS providers in Wales and England, to ensure that patients can still access the specialist treatments they need.

We are also responsible, in partnership, for improving the health and wellbeing of local people through activities such as our successful vaccination programmes and school health services.

In February 2023, the Health Board was escalated into Special Measures. The key priority in 2023/24 was stabilising the organisation. The Health Board’s response was structured around the following five high level outcomes:

- A well-functioning Board
- A clear, deliverable plan for 2024/25
- Stronger leadership and engagement
- Improved access, outcomes and experience for citizens
- A learning and self-improving organisation

During 2024/25 we continued to develop our work to meet the spirit and the intent of the Well-being of Future Generations Act. The Act sets out duties for public sector bodies in Wales, including the Health Board, to contribute towards achieving seven national well-being goals, to broaden our outlook and to think longer term in doing so. During 2023/24 we worked with

partners and agreed five-year Public Service Board Well-being Plans for 2023-2028, which set out our shared aims in this area.

The Health Board continues to work on strengthening its population health focus, working in partnership with a range of organisations across North Wales. During 2024/25 we worked with partners to implement the annual delivery plan in response to the updated regional population needs assessment for 2023-2028. This describes how we will work together across North Wales to deliver health and social care activities and supports our planning activity alongside colleagues on the Regional Partnership Board. We remain committed to tackling inequalities and our 'Well North Wales' programme continues to provide a focus for this work within the Health Board and through collaborative working with our partners.

As well as improving health and delivering clinical and care services, the Health Board has wider responsibilities as an 'anchor' organisation in North Wales. This includes matters such as promoting equality and human rights, the environment, sustainable development, and the Welsh language.

To achieve our goals, we work closely with partner organisations such as local authorities and the voluntary sector, to discuss and address health inequalities, promote community engagement and exploit joint working opportunities. The partners we work with are many, and include:

- County Voluntary Services Councils
- Llais
- Local Authorities (Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire, Wrexham)
- Mid Wales Joint Committee
- Neighbouring NHS bodies in England and Wales
- Public Health Wales
- Public Service Boards / Regional Partnership Board
- Regional Leadership Board
- Regional Safer Communities Partnership
- Third Sector partners
- Welsh Ambulance Services NHS Trust
- Welsh Health Specialised Services Committee

Our Citizens

North Wales has a resident population in the region of 688,200 people living across an area of around 2,500 square miles, giving the area an average population density of 112 persons per square kilometre. Flintshire is the most densely populated at 353 persons per square kilometre; Gwynedd is the least densely populated at 46 persons per square kilometre.

The population is generally older than the Welsh average, with a larger proportion of people in the 65 and over and 85 and over age groups.

Age Group	BCUHB (%)	All Wales (%)
0-15	17.2	17.5
16-64	59.1	60.9
65-84	20.7	18.8
85 and over	3.1	2.7

Source: StatsWales (WG); Mid-Year Estimates, 2022 (ONS)

The overall health status of our population compares favourably to other parts of Wales. However, there is significant variation across North Wales, and the region includes some of the most deprived areas in Wales. Rhyl West 2 and Rhyl West 1 are the two most deprived areas in Wales.

Ten most deprived areas in BCUHB		
LSOA* Name	Local Authority	WIMD** rank
Rhyl West 2	Denbighshire	1
Rhyl West 1	Denbighshire	2
Queensway 1	Wrexham	9
Rhyl West 3	Denbighshire	11
Rhyl South West 3	Denbighshire	19
Glyn (Conwy)	Conwy	20
Wynnstay	Wrexham	45
Rhyl South West 1	Denbighshire	57
Abergele Pensarn 2	Conwy	70
Tudno 2	Conwy	78

*LSOA – Lower Layer Super Output Area, these are fixed statistical geographic areas, each with around 1,500 residents, defined by the Office for National Statistics (ONS)

**WIMD – Welsh Index of Multiple Deprivation (2019 data)

The percentage of children in low-income families across North Wales ranges from 30.8% in Flintshire to 35.6% on the Isle of Anglesey. Each unitary authority has experienced a percentage increase between 2015 to 2021; the largest increases have been in Conwy (6.2%) and Denbighshire (6.1%).

We recognise that deprivation has a significant adverse impact on population health, and that the current cost of living crisis will be intensifying this. The Health Board has established a steering group to look at ways the organisation can respond on this issue and a series of initiatives continue to be progressed as part of the foundational economy approach. We continue to provide support through our partners to offer support including services addressing food poverty, assistance regarding fuel and heating, money advice, social prescribing, and a range of other health and well-being support.

While many of us are staying healthy later in life, for many there continues to be increasing levels of long-term conditions and a consequent need for care and support.

This impacts not only on individuals experiencing increased levels of need but also on those family members or relatives who may be providing unpaid care.

There is a slightly higher prevalence of long-term health conditions across the North Wales population compared with the Welsh averages:

Long Term Condition	BCUHB (%)	All Wales (%)	BCUHB Compared with Wales
Hypertension (high blood pressure)	17.3	16	Higher
Obesity	13.7	13.5	Higher
Diabetes mellitus (patients aged 17 and over)	8	8.2	Lower
Asthma	7.5	7.2	Higher
Secondary prevention of CHD	3.6	3.4	Higher

Long Term Condition	BCUHB (%)	All Wales (%)	BCUHB Compared with Wales
Cancer	4.2	3.6	Higher
Chronic Obstructive Pulmonary Disease (COPD)	2.6	2.3	Higher
Stroke & transient ischaemic attack (TIA)	2.2	2.2	Equal
Heart failure	1.3	1.3	Equal

[Disease registers by local health board](#)

In the 2021 Census, North Wales had 194,295 residents who can speak Welsh, which equates to 29.1% of the overall population compared with 17.8% across Wales. As a Health Board, in addition to our statutory duties to ensure provision of Welsh language services, we recognise the importance of promoting the Welsh language for our staff and in our role as a large employer with a significant contribution to make in sustaining the language in our communities. Further detail on our Welsh Language activity is noted on page 33 of this document.

Our Staff and Recruitment

As at 31st March 2025, the Health Board employed more than 20,000 individuals, which equated to 18,366 full-time employees.

Below is a breakdown of the average number of employees by staff group for the entire year, as well as a gender breakdown of senior directors, managers and other staff members.

The Health Board has reduced the number of senior non-clinical interim staff, and the number in the organisation remains in single figures.

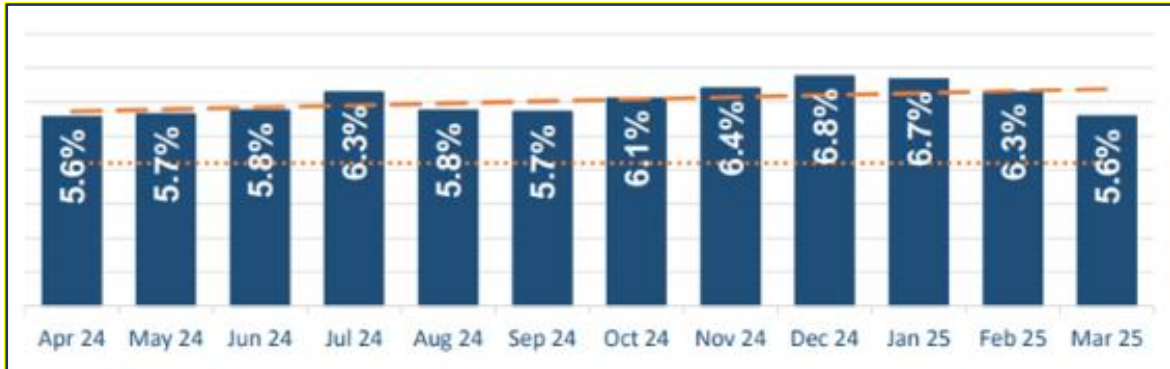
Professional Group	Average FTE 2024/25
Add Prof Scientific and Technic	781
Additional Clinical Services	3,921
Administrative and Clerical	3,623
Allied Health Professionals	1,268
Estates and Ancillary	1,331
Healthcare Scientists	322
Medical and Dental	1,736
Nursing and Midwifery Registered	5,982
Students	15
Total	18,979

Staff composition table below. Please note, Executive Directors in post are seven because we have one vacancy as of 31 March 2025.

Staff Composition	Female	Male	Grand Total
Executive	4	3	7
Manager (Band 8c and above)	144	71	215
Staff	16,895	3,984	20,879
Grand Total	17,043	4,058	21,101

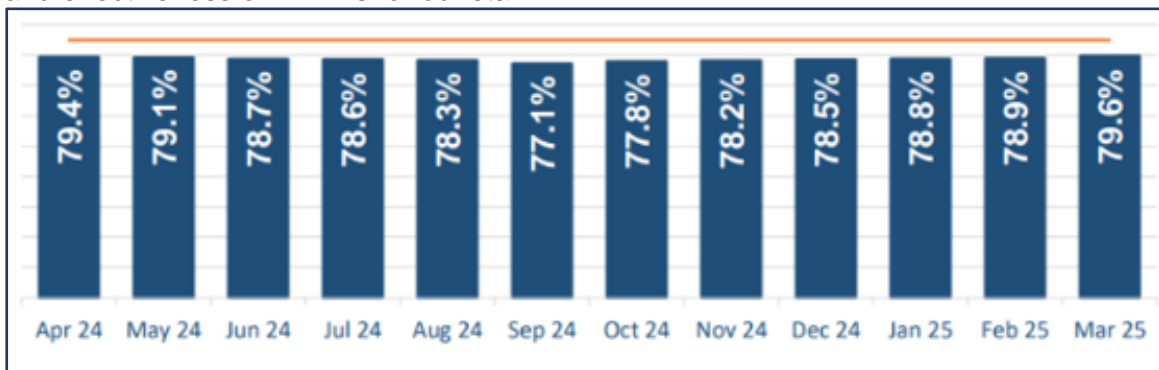
Sickness Absence

The sickness absence rate has had little variance throughout the year, with the opening percentage the same as March 25 (5.6%). The rolling sickness absence rate remains the second best in comparison to the other health boards in Wales, at 6.06%.



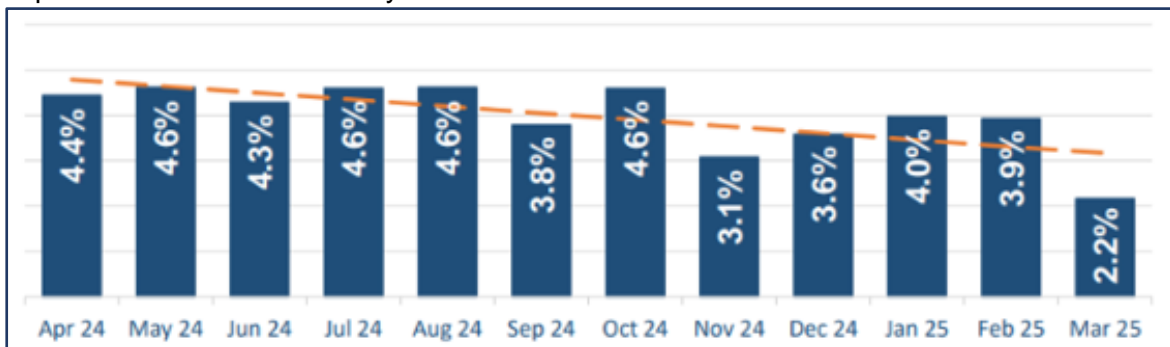
Personal Appraisal and Development Reviews (PADR)

The percentage rate of staff having had a PADR within the last 12 months has remained fairly static throughout 2024/25, starting the year at 79.4% and ending the year at 79.6%. The health board is in the process of redesigning the PADR forms and processes to improve the efficiency and effectiveness of PADRs for our staff.



Agency Spend

At 2.2% in March 2025, the percentage of the total pay bill spent on agency staff has halved compared with the 4.4% position in April 2024. Additionally, the lower agency spend in March 2025 is influenced by end-of-year financial savings initiatives, implemented across the health board to meet financial targets and reduce overall expenditure. These measures have contributed to careful management of agency staffing costs as part of a broader effort to improve financial sustainability.



Our Estate

The Health Board has one of the largest property portfolios in Wales. Services are delivered from more than 230 properties (including GP owned, third party developer and private landlord primary care premises), with a total floor area of around 400,000m².

At an aggregate level, our estate falls short of both national targets and NHS Wales's average values for all estate condition and performance indicators, except space utilisation. A significant proportion of the estate (around 45%) is more than 40 years old. There is a significant backlog cost to bring estate assets that are below acceptable standards (either physical condition or compliance with mandatory fire safety requirements and statutory safety legislation) up to an acceptable condition

These figures do not include the primary care estate, where there are similar backlog maintenance requirements and modifications needed to comply fully with access requirements, and high levels of space utilisation, with significant overcrowding reported.

Our Hospital Activity

The majority of patient contacts with health services take place in the community – for example in General Practices (GP), pharmacies or patients' own homes. A large proportion of this work is performed by independent contractors (such as GP and dental practices that are run by the partners) or private companies (such as high street pharmacies), under contracts with the Health Board.

Hospital services are directly managed and run by the Health Board. During 2024/25, in our hospitals, we saw:

Activity Type	Number
Emergency Department Attendances (New and Return)	242,705
Emergency Inpatients	97,910
Outpatient Attendances	861,080
Minor Outpatients Procedures	892
Endoscopies	20,012
Pre-Operative Assessment	29,794
Planned Day-case Admissions	41,254
Planned Inpatient Admissions	12,164
Regular Day Attenders	25,251
Total*	1,331,072

*Total excludes 4,337 Well Baby

Our Hospital Activity 2024/25

Patient Type	Area West Values				Central				East				Total Plan	Total Actual	Total Diff	Total % Diff
	Plan	Actual	Diff	% Diff	Plan	Actual	Diff	% Diff	Plan	Actual	Diff	% Diff				
Emergency Inpatients	31,324	30,193	-1,131	-4%	32,438	31,637	-801	-2%	35,953	36,080	127	0%	99,715	97,910	-1,805	-2%
Elective Daycases	17,869	16,844	-1,025	-6%	9,080	8,218	-862	-9%	14,771	16,192	1,421	10%	41,720	41,254	-466	-1%
Elective Inpatients	3,933	3,697	-236	-6%	4,463	4,733	270	6%	3,587	3,734	147	4%	11,983	12,164	181	2%
Endoscopies	12,164	10,862	-1,302	-11%	7,173	5,638	-1,535	-21%	4,009	3,512	-497	-12%	23,346	20,012	-3,334	-14%
MOPS (Cleansed DC)	1,527	480	-1,047	-69%	108	131	23	21%	416	281	-135	-32%	2,051	892	-1,159	-57%
Regular Day Attenders	4,788	2,271	-2,517	-53%	3,514	3,932	418	12%	18,876	19,048	172	1%	27,178	25,251	-1,927	-7%
Well Baby	1,314	1,315	1	0%	1,550	1,396	-154	-10%	1,687	1,626	-61	-4%	4,551	4,337	-214	-5%
New Outpatients	81,958	89,039	7,081	9%	120,587	124,342	3,755	3%	97,024	103,686	6,662	7%	299,569	317,067	17,498	6%
Review Outpatients	123,317	134,548	11,231	9%	194,997	198,872	3,875	2%	204,862	210,603	5,741	3%	523,176	544,023	20,847	4%
Pre-Op Assessment	8,963	9,860	897	10%	10,564	9,910	-654	-6%	9,762	10,024	262	3%	29,289	29,794	505	2%
New ED Attendances	72,266	71,802	-464	-1%	87,787	88,569	782	1%	65,574	71,058	5,484	8%	225,627	231,429	5,802	3%
Review ED Attendances	1,893	2,196	303	16%	6,341	5,840	-501	-8%	3,103	3,240	137	4%	11,337	11,276	-61	-1%
Grand Total	361,316	373,107	11,791	3%	478,602	483,218	4,616	1%	459,624	479,084	19,460	4%	1,299,542	1,335,409	35,867	3%

Through 2024/25 there were an additional 5,800 emergency department attendances and an additional 37,500 outpatient attendances compared with 2023/24.

Integrated Performance Framework (IPF)

The Health Board approved the Integrated Performance Framework 2023-27 in September 2023. The purpose of the IPF is to integrate key performance indicators (KPIs) taken from:

1. Key deliverables from the Annual Plan/ Integrated Medium-Term Plan (IMTP)
2. NHS Wales Assurance & Oversight Performance Framework 2024-25 and 2024-25
3. NHS Wales Performance Framework Measures 2024-25
4. NHS Wales Policy Assurance Assessments 2024-25
5. Key deliverables in response to Welsh Government (WG), Health Education and Improvement Wales (HIEW) and other formal recommendations

Working with the IPF supports the delivery of better outcomes for our patients and our staff, and ensure that all stakeholders understand their roles, responsibilities, and accountabilities. The management requirements of the IPF are aligned to the Health Board's corporate governance structure.

The first phase of implementation, for example, redevelopment of Health Board and Committee reporting, implementation of Integrated Performance Executive Delivery Group and introduction of formal escalation and de-escalation of performance have been completed and are now business as usual.

The Framework is being reviewed and strengthened in line with wider organisational developments through continued implementation of the Quality Management System and 'Foundations for the Future'. This will provide greater intelligence, support, accountability and assurance regarding performance at all levels within the organisation.



Summary of Our Performance Against Key National Targets

Measure	Target	31.03.2025	Better or Worse	Rank	All Wales
Percentage of patients who spend less than 4 hours in all major and minor emergency care (i.e., ED) facilities from arrival until admission, transfer, or discharge	Improvement compared with the same month in 2023/24, towards the national target of 95%	57.2%	↓	7th of 7 (at Mar 25)	66.9%
Number of patients who spend 12 hours or more in all hospital major and minor emergency care facilities from arrival until admission, transfer, or discharge	Improvement trajectory towards a national target of zero by 31 March 2025	3,763	↓	7th of 7 (at Mar 25)	10,384
Median time (minutes) from arrival at an emergency department to triage by a clinician	12 month decreasing trend	22	↑	4th of 6 (at Mar 25)	18
Median time (minutes) from arrival time at an emergency department to assessment by a senior clinical decision maker	12 month decreasing trend	136	↑	5th of 6 (at Mar 25)	77
Number of ambulance patient handovers over 1 hour	Improvement trajectory towards achievement of zero ambulance patient handover delays >1 hour by March 2025	2,118	↓	6th of 6 (at Mar 25)	5,902



Measure	Target	31.03.2025	Better or Worse	Rank	All Wales
Percentage of patients starting their first definitive cancer treatment within 62 days from point of suspicion (regardless of the referral route)	Improvement trajectory towards a national target of 80% by 31 March 2026	63.5%	↓	6th of 6 (at Mar 25)	60.2%
Number of patients waiting more than 8 weeks for a specified diagnostic	Improvement trajectory towards a national target of zero by 31 March 2025	10,950	↓	6th of 7 (at Mar 25)	37,352
Number of patients waiting more than 14 weeks for a specified therapy (excluding audiology)	Improvement trajectory towards a national target of zero by 31 March 2025	1,248	↑	6th of 7 (at Mar 25)	4,168
Number of patients waiting over 52 weeks for a new outpatient appointment	Improvement trajectory towards a national target of zero	28639	↓	7th of 7 (at Mar 25)	70,952
Number of patients waiting for a follow-up outpatient appointment who are delayed by over 100%	Improvement trajectory towards a national target of zero	93,521	↓	7th of 7 (at Mar 25)	245,579
Percentage of ophthalmology R1 appointments attended which were within their clinical target date or within 25% beyond their clinical target date	95%	62.5%	↑	6th of 7 (at Mar 25)	61.4%
Number of patients waiting more than 104 weeks for referral to treatment	Improvement trajectory towards a national target of zero by March 2025	5,819	↑	7th of 7 (at Mar 25)	8389



Measure	Target	31.03.2025	Better or Worse	Rank	All Wales
Percentage of mental health assessments undertaken within (up to and including) 28 days from the date of receipt of referral for people aged under 18 years	80%	96%	↑	4th of 7 (at Mar 25)	90.1%
Percentage of therapeutic interventions started within (up to and including) 28 days following an assessment by LPMHSS for people aged under 18 years	80%	43.4%	↑	7th of 7 (at Mar 25)	80.5%
Percentage of Health Board residents in receipt of secondary mental health services who have a valid care and treatment plan for people aged under 18 years	90%	94.1%	↑	5th of 7 (at Mar 25)	96.2%
Percentage of children and young people waiting less than 26 weeks to start an Attention deficit hyperactivity disorder (ADHD) or Autism Spectrum Disorder (ASD) neurodevelopment assessment	80%	15.1%	↓	6th of 7 (at Mar 25)	24.1%
Percentage of mental health assessments undertaken within (up to and including) 28 days from the date of receipt of referral for adults aged 18 years and over	80%	72.7%	↓	6th of 7 (at Mar 25)	76.2%



Measure	Target	31.03.2025	Better or Worse	Rank	All Wales
Percentage of therapeutic interventions started within (up to and including) 28 days following an assessment by Local Primary Mental Health Support Service (LPMHSS) for adults aged 18 years and over	80%	84.1%	↑	7th of 7 (at Mar 25)	91.4%
Percentage of patients waiting less than 26 weeks to start psychological therapy in Specialist Adult Mental Health	80%	62%	↓	3rd of 7 (at Mar 25)	56.4%
Percentage of Health Board residents in receipt of secondary mental health services who have a valid care and treatment plan for adults 18 years and over	90%	84%	↓	4th of 7 (at Mar 25)	78.0%

4. Performance Analysis 2024/25

Overview

This section aims to demonstrate accountability and transparency by clearly showing what was achieved, where challenges remain, and how the organisation plans to improve. It uses a mixture of quantitative data, narrative explanation, and strategic context to present a comprehensive view of service performance across the Health Board. The performance targets and metrics reported on within the Performance analysis is based on Welsh Government targets set for 2024/25.

Quality Metrics

New Never Events

The number of new never events is an indicator of quality, safety and governance within the health board. Where in previous years, the Health Board reported 10 or 11 new never events within a year, in 2024/25 there were five. Four were in quarter 1 and the fifth was reported in March 2025. Whilst this is a significant improvement, in safety, quality and governance, the Health Board strives to achieve a position of no new never events throughout 2025/26 and beyond.

Complaint Response Times

There has been a significant improvement in both the number, quality and speed of closing complaints in the Health Board through 2024/25. From having 665 open complaints, 421 of which were open for more than 30 days, (many more than 100 to 300 days) in April 2024, to having just 41 overdue complaints at the end of March 2025. The whole complaints response process has been overhauled and now, against a target of 75%, more than 82% of complaints are closed within 30 days, the average time being 20 days (compared with 59 days in April 2024). The remainder are complex and often multi-faceted or multi agency related complaints which naturally take longer to investigate and resolve.

Most complaints received were about delays or lack of treatment as expected due to the extreme long waits in both planned care and urgent and emergency care. As focus continues in reducing our planned care waiting times and improving our emergency department and ambulance handover performance, 2025/26 should see a reduction of these types of complaints. In the meantime, the Health Board has set up a Patient Advice and Liaison Service (PALS) led Waiting List Support Service to provide information to patients waiting for treatment and continue to support patients whilst they wait.

Primary and Community Care

General Medical Services

The latest figure available shows that in 2024/25 there was a continued improvement in the percentage of General Practices (GP) that achieved all standards set out in the National Access Standards for in-hours general medical services. The organisation has gone from being the worst performing Health Board in 2020/21 at 59.8% to the second best in 2023/34 at 99%. This level of performance is expected to increase again to fully compliant at 100% when the 2024/25 figures are released.

General Dental Services

The Health Board has undertaken a deep dive into primary care dental services between October 2024 and January 2025. This looked at key areas including performance, service delivery and the service structure. The report and recommendations are with the Executive Team for review.

A draft report has been shared from the Getting It Right First Time (GIRFT) team from a review of The Oral and Maxillofacial Surgery (OMFS) and Orthodontics services. There are 49 recommendations focusing on good and effective practice, the delivery model and patient waiting lists. The local team continues to work with the national team to review and further implement the new General Dental Services (GDS) contract reform.

The procurement process for dental services has concluded on 24 March 2025. The awards total approximately £6m and will help to stabilise both high street dentistry and specialist services across North Wales.

Community Pharmacy Services

Of the 147 pharmacies in the Health Board, 144 offer enhanced services across North Wales. There are variations in the number and types of services pharmacies offer, however the Health Board continues to work with pharmacies to equalise enhanced service offers across the region.

To support general practitioners through reducing the number of attendances for medication purposes, a ministerial priority was set for 2024/25 to increase the number of pharmacist independent prescribing (PIPs) consultations. The organisation completed 30,900 PIPs in 2024/25 compared with the target of 27,835 and ranked as best performing health board in Wales with regards to this measure.

A further initiative to reduce the burden on general practitioners is the Common Ailments Scheme (CAS), which has been running for several years and has seen the number of consultations by pharmacist almost double in 2024/25 with an approximate average of 8,000 per month, compared with an approximate average of 5,000 per month in 2022/23.

A joint project between the Health Board and Bangor University will provide insights into the potential future methods for supplying urgent medicines in rural settings. A robotic medication machine, funded by Health Care Research Wales is being trialled in Dolgellau, which allows patients to pick up urgent medication when pharmacies are not open. People who contact NHS 111 Wales out of hours and require medication urgently are provided with a unique code to access medication from the machine at Dolgellau Hospital.

Women's Services

Maternity

In 2024, there were 5,606 births. This is lower than in 2023 (5,786) and in line with a declining birth rate in North Wales. The Caesarean Section rate varies between 33.8% at its lowest to 47.2% at its highest during the year. There were 16 stillbirths (post 24 weeks' gestation), equating to approximately 3 per 1,000 births. This rate is below the Welsh national average of 4 per 1,000 births, as reported for 2023. This indicates that the Health Board's performance is better than the national average, reflecting effective clinical practices and care standards. There were 66 cases of 3rd/4th degree tears, 23 following instrumental delivery and 44 following normal delivery. These figures remain well below the 3.5% target at 0.5% and 0.9% respectively. Whilst the number of women entering the service with an existing mental health condition remains low at an average of 4.2% (target = less than 5.2%), the percentage rate of women with a care plan in place at 70% remains below the 95% target.

Every still birth and every 3rd/4th degree tear is investigated thoroughly and lessons learned shared throughout the service.

Gynaecology

The service has an average of 270 emergency admissions per month. During 2024/25 the number of referrals into the service each month has increased from 1,300 in April 2024 to more than 1,600 in March 2025, with exceptionally high levels of referrals in October and November 2024 (1,785 and 1,845 respectively). This has led to an increase in the total gynaecology waiting list from 11,467 in April 2024 to 13,462 in March 2025. However, the service has reduced the number of extreme waits (over 104 weeks) from 330 to 122, and reduced the follow up backlog from 4,129 to 3,195.

Due to issues with capacity and pressures from urgent and emergency care, the service has not improved the position regarding a first appointment within 10 days for suspected cancer, and treatment starting within 62 days for suspected cancer (47% and 31% respectively).

Urgent and Emergency Care Services

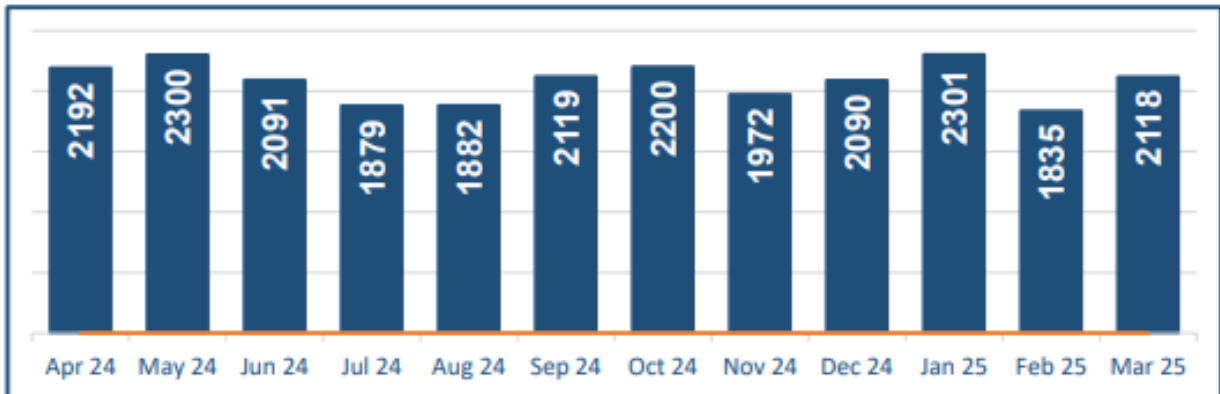
Introduction

Betsi Cadwaladr University Health Board operates three Type 1 (Acute) Emergency Departments (ED) supported by a network of nine Minor Injuries Units (MIUs) across the 6,172km² (2,383mi²) North Wales area. The Health Board is supported by the Royal Stoke University Hospital for major trauma patients, the Walton Centre for critical brain injuries and Royal Liverpool Heart and Chest for complex cardiology cases.

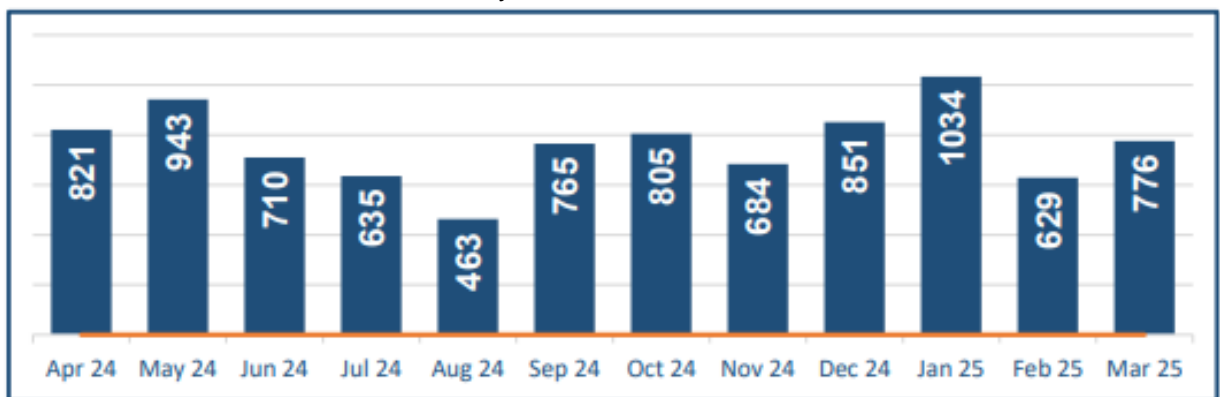
Ambulance Conveyances

At 44,940, there were nearly 2,000 fewer ambulance conveyances to our hospital sites in 2024/25 compared with 46,906 in 2023/24. However, the number of patients waiting in an ambulance for an hour or more before being taken into the emergency department increased from 24,343 in 2023/24 to 24,979 in 2024/25, and patients waiting more than four hours, increased from 7,933 to 9,116 in the same period. The majority of these delays occur when the emergency department is full and it is clinically safer to manage the patient in the ambulance. However, this can then impact the ability of the Welsh Ambulance Service Trust (WAST) to deploy ambulances to other emergencies.

Number of Ambulance Handover Delays of 1 Hour or More



Number of Ambulance Handover Delays of 4 Hours or More



Emergency Departments

Between 1 April 2024 and 31 March 2025, there were more than 179,000 attendances to our three Acute Emergency Departments, an average of just under 500 attendances per day. This is an increase of 3,500 (equivalent to an extra week's activity) compared with 2023/24. During the same period, there were over 65,000 attendances to our nine Minor Injuries Units (MIU), an average of 180 attendances per day. This is an increase of more than 2,000 attendances compared with 2023/24.

Unfortunately, performance against the 2024/25 NHS Wales Performance Framework measures is worse in 2024/25 than in 2023/24, with the percentage of patients spending less than four hours in our emergency departments down from 54.2% to 49.6%. The number of patients experiencing waits of more than 12 hours increased from 35,386 to 39,594 and those waiting more than 24 hours increased from 14,328 to 18,390.

Delayed Pathways of Care

The root cause of the long delays in both ambulance handovers and emergency department waits are the high number of patients experiencing delays in their pathways of care once they are declared medically fit for discharge. Through 2024/25 there was an average of 345 patients a month whose pathway of care was delayed meaning they had to remain in hospital for longer than clinically necessary. These range from delays in internal assessments, multi-agency assessments, compiling the appropriate packages of care and lack of beds in nursing and care home settings.

Stroke Care

The Health Board recognises that performance within stroke care is not up to the standards the population of North Wales deserves, with low compliance against several of the Sentinel Stroke National Audit Programme (SSNAP) measures.

There is an average of 110 admissions per month of patients with suspected stroke. Of these, on average less than 20% will be admitted to an Acute Stroke Unit within four hours. However, the Health Board performs well with 100% of eligible patients receiving thrombolysis within the target timeframe.

What we are doing about it

Working through the national Six Goals Urgent and Emergency Care Programme, together with the local major programmes continues to be strengthened. Through regional partnership working with the Welsh Ambulance Service Trust (WAST) and our six Local Authority Partners we are all committed towards improving services for our local population. The improvement projects include community falls prevention, reduction in the number of ambulance delays, same day emergency model with frailty services, promoting consistent board rounds on wards and reducing our pathway of care delays.

Following a two week rapid improvement event in February 2025 with collaboration from our Local Authority colleagues focusing on reducing our pathway of care delays there was about a 50% improvement. The learning and process improvements from this event are included within the delivery plan for Urgent and Emergency Care programmes for 2025/26.

Planned Care Services

Cancer

During 2024/25 more than 32,000 patients were referred to the Health Board with symptoms which give cause suspicious of cancer. Of these, 5,452 (17%) were diagnosed as cancer.

The performance against the single cancer pathway (SCP) target remains fragile, with a rate of 59% at the end of March 2025. Whilst trend data shows January performance is often adversely affected by the loss of capacity over the Christmas period, this performance remains below plan and trajectory.

Pressure remains within dermatology, colorectal and oncology. Since the recommencement of insourcing in October, waiting times are reducing within colorectal which should lead to improved future performance.

Diagnosics

During 2024/25 the Health Board completed more than 291,500 diagnostic tests, including:

Diagnostic Test Type	Total Tests	Number over 8 weeks March 2025	% Over 8 weeks
Radiology	151,746	4,623	3%
Endoscopy	64,328	3,990	6.2%
Cystoscopy	11,087		
Cardiology Echo	50,074	1,646	3.3%
Neurophysiology	12,724	671	5.3%
Physiological Measurement	1,598	11	0.7%

In April 2024, there were 6,500 patients waiting more than eight weeks for a diagnostic test. At the end of March 2025, this rose to more than 10,900 (3.8% of the total number of tests undertaken). The significant contributing factors to the increase are:

- Radiology - Increased demand across all imaging modalities, including direct referrals and the impact of eradicating the extreme waits backlog.
- Endoscopy – Six-month delay in restarting insourcing contract meant there wasn't enough capacity to cope with demand.
- Lack of capacity for cardiology 'echo' tests.

The insourcing for endoscopy capacity restarted in October 2024, and it is expected that the backlog will be cleared by the end of quarter 2 of 2025/26. To maintain the 8-week performance, thereafter, the Health Board will extend the insourcing contract for endoscopies for the next 2 years until internal long-term solutions are in place.

The increasing demand across all modalities in radiology has been met with additional lists together with evening and weekend working. However, this is no longer sustainable. Whilst the service is working through a demand management model to ensure all requests for diagnostic tests are appropriate, a plan to deliver diagnostic tests within 8 weeks in a sustainable and efficient manner has been submitted for consideration as part of the Health Board's 2025-28 Plan.

Referral to Treatment (RTT) Pathways

A referral to treatment (RTT) pathway covers the four stages a patient will follow after being referred to hospital treatment in the NHS in Wales. These are:

- Stage 1: time spent waiting from referral to first outpatient appointment
- Stages 2 and 3: Diagnostic tests, scans or other procedures that may be needed before being treated
- Stage 4: the wait for treatment to start (inpatient or day-case)

For 2024/25, the following Ministerial targets were set:

- No patient waiting more than 208 Weeks by 30 September 2024
- No patient waiting more than 156 weeks by 31 December 2024
- No patients waiting more than 104 weeks by 31 March 2025

The Health Board is targeting use of Planned Care Funds, with the intention of treating all 156 week waits and significantly reducing the number of patients waiting more than 104-weeks, also improving the eight weeks to diagnostic tests. Further targeted interventions within outpatients (new and follow up) are seeking to improve waiting times for patients.

Waiting Time Band	April 2024	March 2025	Difference
208 Weeks (All stages)	217	0	- 217
156 Weeks (All stages)	1,561	599	- 962
104 Weeks (All stages)	9,297	5,819	- 3,478
52 Weeks (New)	19,786	30,336	+ 10,550

Throughout 2023-24 and 2024-25 there has been a substantial amount of work undertaken to focus upon reducing the longest waits. As at the end of March 2025, there were no patients waiting 208 weeks or more.

Patients waiting more than 156 weeks and 104 weeks have been the main focus through the latter half of the year with significant reductions in both cohorts. The 156-week position has reduced from 2,026 at the end of July 2024 to 599 patients at the end of March 2025 (60% reduction). Similarly, the 104+ week breach performance at 5,819 has improved by 40% since end of August 2024 a reduction of 3,478 patients. The Chief Executive Officer with support from the Executive Director of Finance and Director of Performance and Commissioning has taken a lead role in the oversight of this area through weekly meetings and daily updates.

Continued reduction is expected for patients waiting both within the 156 weeks and 104 weeks cohort and the Health Board welcomes further support from NHS Executive colleagues to continue reducing the number of patients waiting over 104 weeks to zero by the end of December 2025.

Whilst the number of patients waiting more than 52 weeks for a new outpatient appointment has been deteriorating since April of 2024 the volume at the end of February 2025 sits at 30,048 patients which demonstrates a small reduction during Q4 from a high of 30,799 at the end of December 2024. Performance against this measure has been a casualty of the intense focus of resources to reducing the number of patients waiting for an extremely long time for their treatment as outlined above.

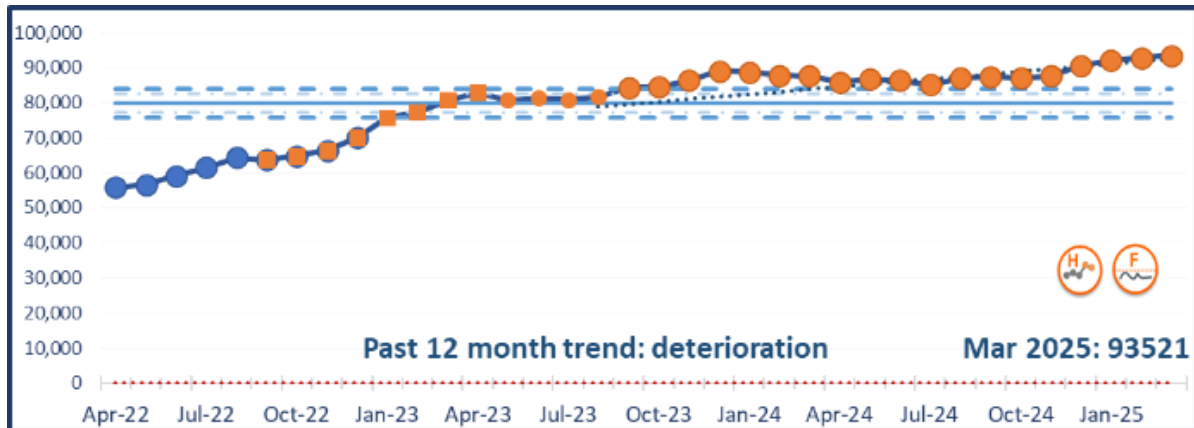
Performance against this measure is an escalation for the Health Board, with improvements centring upon clinics adopting Treat-in-Turn methodology and targeting patients seen in clinic at Get It Right First Time (GIRFT) numbers, with greater oversight and the re-setting of booking rules to deliver improved productivity.

In 2024/25, the Health Board continues to face many challenges and continues to meet these challenges through;

- (a) enhanced utilisation of in-house capacity
- (b) validation of patients waiting for procedures
- (c) implementation of Treat-in-Turn methodology and
- (d) engagement with the commercial sector to offer short term solutions to capacity shortfalls.

However, the level of delayed pathways of care and continued high emergency demand compounded system flow pressures, medical outliers driving continued use of agency and adversely impacting upon capacity to service elective care, with potential impacts upon quality of care.

Patients waiting over 100% of due clinical follow up time



After almost 12 months of a steady state, the number of patients waiting beyond 100% of their due clinical follow up has started to increase since quarter 3 of 2024-25 and now stands at 92,521. The three specialties with the highest volume of patients waiting beyond 100% are Ophthalmology, Gastroenterology and Urology which combined account for approximately 37% of the total. There is clearly a significant clinical risk within this cohort and the Corporate Planned Care team, working closely with the newly appointed Chief Operating Officer and Interim Executive Medical Director are working on introducing a robust harms review process and exploring solutions to validate the lists and identify how these patients can be seen as quickly as possible.

Therapy Services

The number of patients experiencing waits more than 14 weeks for therapy interventions continues on a downward trend at 1,566 patients compared with 3,065 patients at the end of June 2024. Main pressures remain in Physiotherapy and include high number of vacancies, accommodation capacity in Central and East and increased demand across North Wales.

The service has reviewed models deployed through other Health Boards and has developed models that will reduce the number of delays in future months. Further ahead, it is expected that redevelopment of the Plas Gororau site in the East will provide ample accommodation for therapies and thus lead to greatly reduced waiting times when it is opened in 2026.

As part of our governance arrangements the Health Board has established a Planned Care Programme. Workstream 6 of this programme is to Introduce an enhanced demand and capacity modelling approach that takes into account all aspects of planned care and cancer pathways, to implement a programme of in-year commissioned capacity to support 2025/26 delivery and to develop integrated specialty plans for 2026/27 based on the progress made across specialties in 2025, to include workforce, finance, commissioning aspects.

For further details about our plans to improve access times and delivery of our planned care services, please refer to our Integrated Medium Term Plan 2025-28 published [here](#)

Mental Health and Learning Disabilities (MHL) (18 years and over)

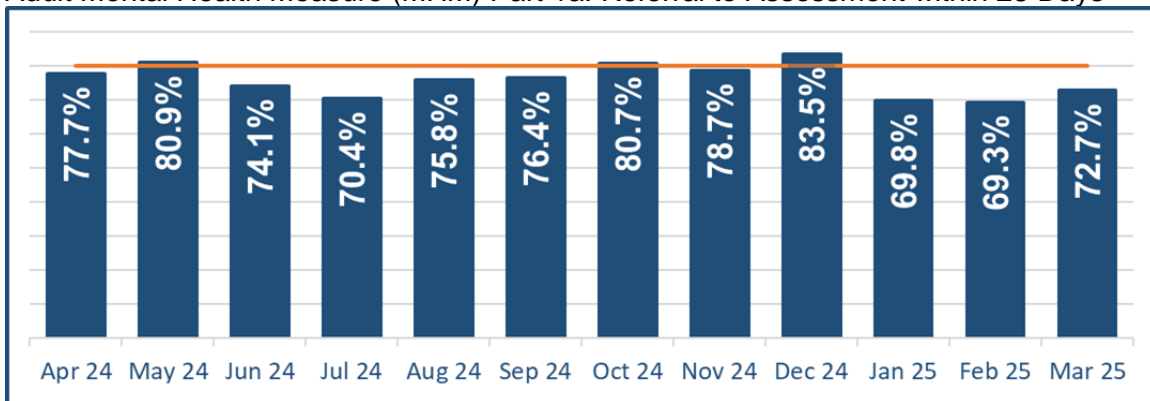
Mental Health

The Health Board Mental Health and Learning Disability (MHL) services have continued to make improvements that impact both access to and quality of care. New roles have been introduced across inpatient and community services and these roles along with the developing

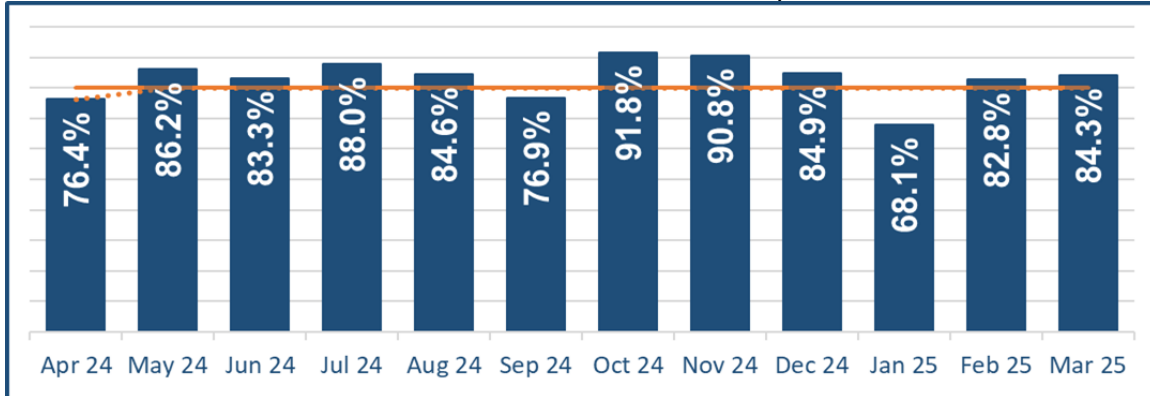
specialist services for Perinatal, Eating Disorders and Early Intervention in Psychosis are ensuring patients are directed to the right care at the earliest opportunity.

An exceptional peak in demand over the winter months impacted performance across MHL D services. However, the teams demonstrated an improving position in the final reporting quarter of 2024/25. The Health Board delivered 1,074 more assessments and 369 more interventions than in the previous year under part 1 of the Mental Health Measure (MHM). The focus has been on reducing the number of long waiting patients, as well as ensuring there is support from the point of referral through to and post discharge with clear guidance on available support 24/7 both on-line and through telephone services including [111 press 2](#).

Adult Mental Health Measure (MHM) Part 1a: Referral to Assessment within 28 Days

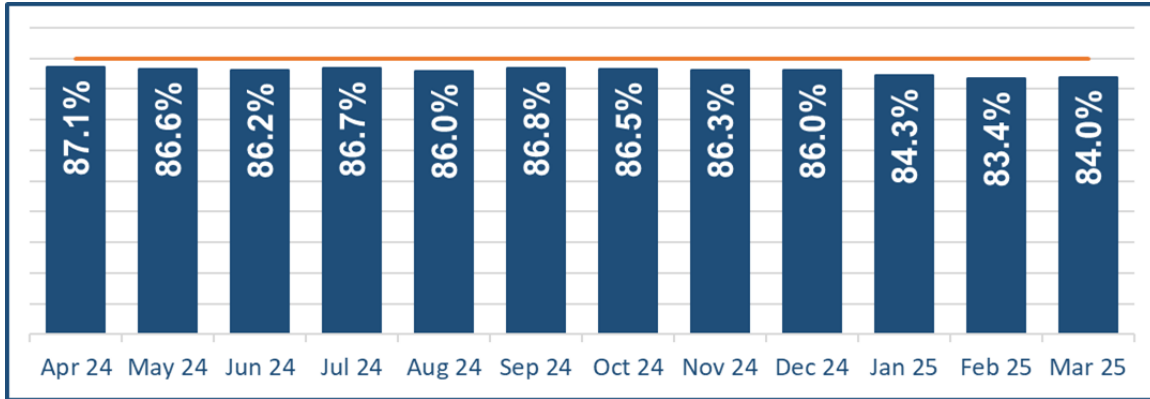


Adult Mental Health Measure Part 1b: Assessment to Therapeutic intervention within 28 Days



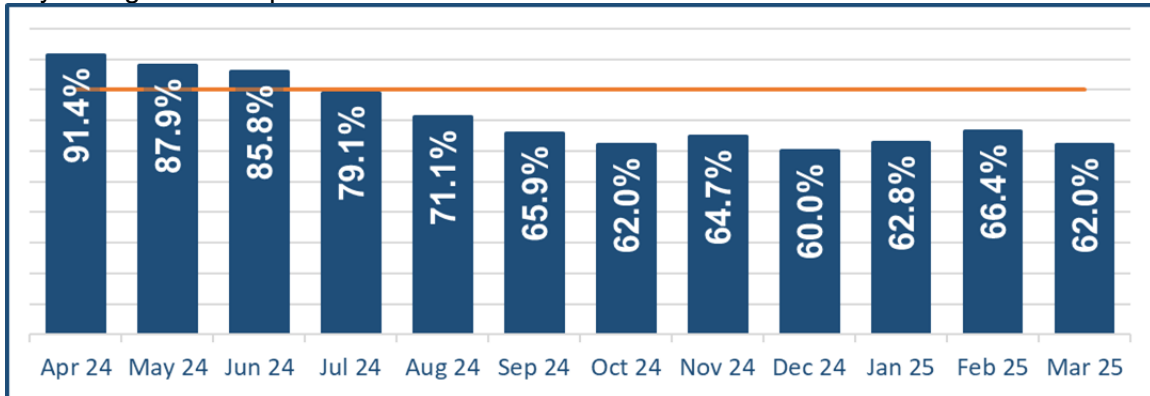
The MHM Part 2 delivery has remained relatively consistent over the years, although this remains just short of the target. The team have demonstrated some improvement, with the 2024/25 average of 85.83% up on the previous year average of 84.97%. They are incorporating clinical value and patient benefit into improvement work for Care and Treatment Plans (CTPs).

Adult Mental Health Measure Part 2: Valid Care Treatment Plan in Place



Staffing issues have been the main influence on delivery against the psychological therapies measure which has seen a performance downturn in year. Planned recruitment in early 2025/26 will support recovery of this position.

Psychological Therapies: Referral to treatment within 26 Weeks

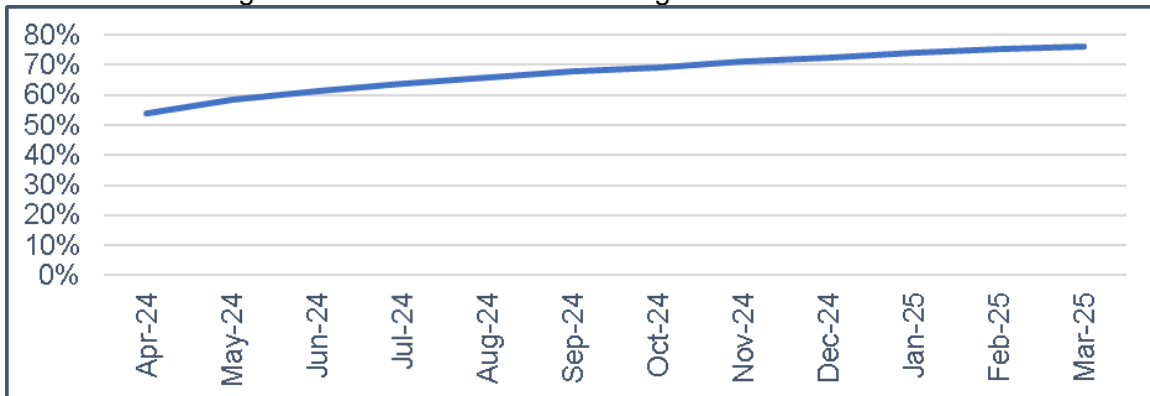


Learning Disabilities

There are just over 3,000 adults registered as having a learning disability within the Health Board's population. Of these, 716 are open to Adult Secondary Learning Disabilities Services.

Learning disabilities services continue to progress a programme of improvements aligned to the national improvement workstream. The team has successfully rolled out the mandatory Paul Ridd training across the Health Board, and have achieved 76.05% against the 80% target.

Paul Ridd Learning Disabilities Awareness Training

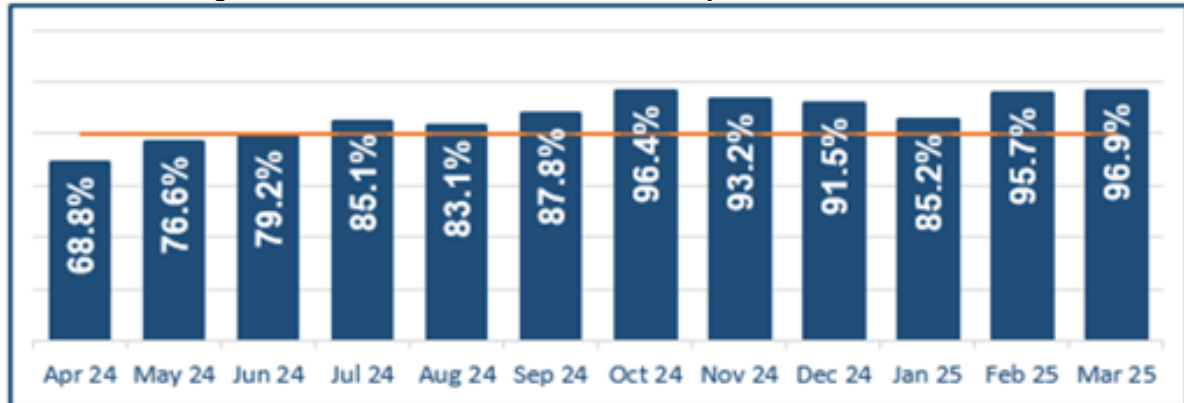


Mental Health and Learning Disabilities (under 18 years)

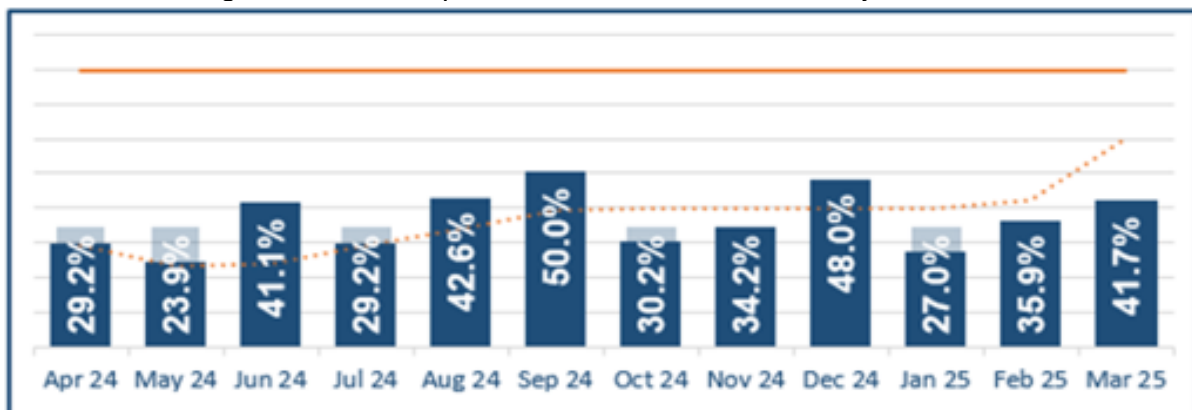
Children and Adolescent Mental Health Services (CAMHS)

At 96.9% for Part 1a (target 80%) and 94.5% (target 90%) for Part 2 of the Mental Health Measure, the Health Board has demonstrated sustained improvement in the provision of assessments and care treatment plans for under 18's. However, improvements need to be made for compliance against Part 1b, the therapeutic interventions as this is significantly below the 80% target rate at 35.9%.

Part 1a Percentage CAMHS Assessments within 28 days



Part 1b Percentage CAMHS therapeutic Interventions within 28 days of assessment

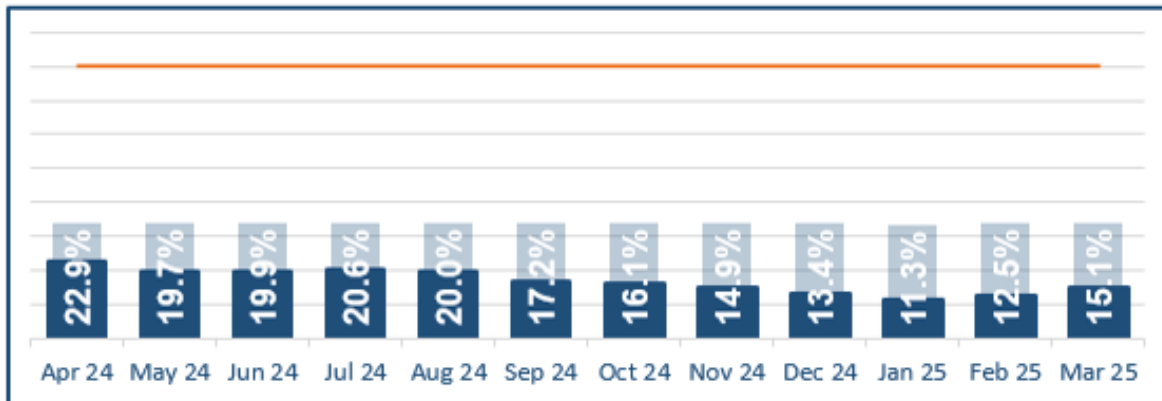


Neurodevelopment

In North Wales, there are now more than 7,000 children and young people on the waiting list for a neurodevelopment assessment. This is due in part to the rise in the number of referrals and the scarcity of appropriately trained specialists within this area of expertise.

Performance against the measure for children and young people to access the neurodevelopment service has remained unacceptably poor since the COVID-19 pandemic of 2020, and compliance was 15.1% in March 2025 compared with 22.9% in April 2024.

Percentage children and young people waiting less than 26 weeks for neurodevelopment assessment



It is recognised nationally, across the United Kingdom, that current service models for children and young people who need diagnosis and support for symptoms of various neurodivergence are outdated. In recognition of this, all the Health Boards in Wales are working with Welsh Government and other partner agencies in developing more appropriate service models to ensure the best pathways for children in this space. In the meantime the Health Board is doing all it can to reduce the waiting times for children needing access to the service, including insourcing/ outsourcing more capacity.

5. Well-being of Future Generations (Wales) Act 2015

The Well-being of Future Generations (Wales) Act (WBFGE) details the way in which the Health Board, along with other public bodies in Wales, must work to improve the well-being of Wales. The Act makes us think more about the long term and how we must think differently to improve the well-being of both current and future generations.

To make sure we are all working to the same purpose, the Act puts in place seven well-being goals and makes it clear that we must work to maximise our contribution to all of the goals, not just one or two:

- A Prosperous Wales A Resilient Wales A Healthier Wales A More Equal Wales
- A Globally Responsible Wales A Wales of Cohesive Communities A Wales of Vibrant Culture and Thriving Welsh Language

The Health Board, and other listed public bodies, are required to set and publish well-being objectives and to adopt the sustainable development principle. Sustainable development should be embedded within existing corporate processes and not treated as separate to the setting of objectives that guide our actions and decisions.

Engagement

A Well-being Task and Finish Group was established in July 2024 to oversee the work to review the well-being objectives. In order to ensure a structured and proportionate approach to reviewing the objectives, discussions have taken place with:

- Welsh Government
- Office of the Future Generations Commission
- Other Health Boards (Swansea Bay University Health Board and Hywel Dda University Health Board)
- Trade Union representatives

In addition:

- A public and staff survey was published on social media and in the staff bulletin.
- Questionnaires were distributed to each of the three Public Services Boards in North Wales.
- Progress updates have been provided to the Planning, Population Health and Partnerships (PPHP) Committee in August and October 2024 and the Workforce Partnership Group in November 2024.
- A briefing paper was shared with the Stakeholder Reference Group in October 2024 with a link to the public and staff survey provided.

The well-being objectives were approved by the Board in May 2025.

Key areas of work

In addition to the engagement work described above, the review has been informed by evidence gathered from:

- An assessment of current 'fair work' practice and socially responsible 'procurement and contracting. Gaps have been identified and actions to advance fair work, procurement and contracting have been agreed
- Health Board and partnership well-being activities that address health inequalities, prevention, the wider determinants of health and decarbonisation
- The Health Board summary of the non-pay parts of the 2022 – 2024 Collective Agreement

This work, along with the engagement feedback, has provided the basis upon which the well-being objectives have been reviewed and helped to identify gaps in alignment with the seven sustainable development principles described in the WCFG Act (2015).

The Social Partnership and Public Procurement (Wales) Act 2023 places socially responsible procurement duties on certain public bodies and substitutes 'fair work' for 'decent work' in the 'A Prosperous Wales' well-being goal within the Well-being of Future Generations (Wales) Act. This amendment to the well-being goal commenced on 1 April 2024 and requires Health Boards to review their well-being objectives to assess whether they remain appropriate. The Health Board started a review of its well-being objectives in the Summer 2024. Whilst the primary focus of the review has been on fair work and socially responsible procurement and contracting, consideration has also been given to the broader well-being objectives to ensure they remain fit for purpose. Proposed changes to the well-being objectives will be submitted for Health Board approval in Spring 2025.

The Health Board's current well-being objectives are:

- Improve physical, emotional and mental health and well-being for all.
- Target our resources to those with the greatest needs and reduce inequalities.
- Work in partnership to support people and develop communities to manage their health and prevent ill health.
- Continuously improve the quality and safety of services.
- Listen and learn from people's experience.
- Workers are fairly rewarded, heard and represented, secure and able to progress in a healthy, inclusive working environment where rights are respected.
- Contribute to the environmental, economic, social and cultural well-being of north Wales.

The well-being objectives provide the foundation for improving how we work as an integrated Health Board to improve health and well-being and address inequalities.

The Health Board's Three Year Plan 2024 – 2027 and Annual Delivery Plan sets out clear and Specific, Measurable, Achievable, Reasonable and Timely (SMART) actions for delivery against priorities with short, medium and longer term goals identified. A set of clear metrics has been developed that helps the Health Board understand how much and how well it has done. The Health Board is also increasing its focus and pace to refine high quality, evidence-based pathways to underpin and deliver against its long-term strategy Living Healthier, Staying Well and the Clinical Services Strategy.

6. Equality, Diversity and Inclusion

Control Measures are in place to ensure that the Health Board complies with its obligations under equality, diversity and human rights legislation.

The Health Board has made significant progress in the last year to embed equality within planning, strategies, and service delivery models. Ensuring that inclusion and cultural competence is at the core of the services we provide to the population of North Wales.

The equality and human rights policy framework is in place supported by a programme of training to raise awareness and build capacity in regards to the Public Sector Equality Duty (PSED) and Socio-economic Duty and to support staff to deliver on their responsibilities.

Other measures include:

- Project Initiation Documents have been developed for the 28 actions identified for the 1st Year of the Health Board SEP. A total of 31 Actions have been identified for year 2, this includes actions that have either carried over or will be in place for the lifetime of the current SEP.
- A total of 5 new actions have been identified with other either completed or reassessment this can be seen in the attached. Insert PID project management These are linked to our Risk Register.
- Equality Risks have been identified and included on the Corporate Risk Register.
 - Risk 1971 Duties under the Equality Act (Statutory Duties) (Wales) Regulations 2011
 - Risk 3111 Risk of Failure to comply with The Socio-economic Duty under The Equality Act 2010
 - Risk 4986 Failure to deliver the Health Board's obligations under the Anti-Racist Wales Action Plan
 - Risk 4987 Non-compliance with Code of Practice for Autism Services
 - Each quarter, the Equality team produces a progress report that is circulated for scrutiny and discussion at our internal committees, such as Equality and Human Rights Strategic Forum (EHRSF) and Equality Stakeholders Group. Both of these meetings have representation from external stakeholders who hold us to account for our action plans and progress.
 - Our Equality and Human Rights Strategic Forum (EHRSF) provides the check and balance to actions and progress made, with both internal and external representation.
 - The Equality Team works closely with the Planning and Transformation teams to ensure that Equality Diversity and Inclusion (EDI) is embedded

within the next 3 year plan for the Health Board. A full and robust series of Equality Impact Assessment (EQIAs) have been developed and was presented alongside the plan at the end of March 2025.

In 2024, the Health Board published its [Strategic Equality Objectives and Action plan for 2024-28](#). Each of these objectives align with the Health Boards values and priorities set out in the Integrated Medium-Term Plan (IMTP).

Strategic Equality Objectives 2024-28:

- Objective A: Achieving Equity by working in Partnership
- Objective B: Achieving Equity by providing High Quality Inclusive Services
- Objective C: Achieving Equity through Governance and Accountability
- Objective D: Achieving Equity by Being a Kind and Compassionate Organisation
- Objective E: Achieving Equity through Innovation

The accompanying action plan identified 28 actions, with many of the actions time tabled across the lifespan of the Equality Action Plan. The Board approved the [Equality Annual Report](#) for the period 2023/24 in March 2025.

Examples of First Year Progress

Objective A:

In partnership with Autistic UK the Health Board has been working to develop a series of guides to our sites and services that will be available to all visitors to reduce the anxiety that the unknown environments of a hospital can bring. This is a response to evidence provided by Autistic UK that neurodivergent people in particular are affected by the anxiety that a hospital visit can bring.

Objective B:

Women's Health Conference – The conference brought together more than 400 health professionals, advocacy groups, and members of the public to address the ongoing disparities in access to healthcare for women. With a focus on research and leadership, the event highlighted the progress being made and the opportunities ahead, including the Women's Health Plan; a 10-year vision to improve healthcare services for women, in addition to the advancement of women's health hubs.

Objective C:

Development of Achieving Equity in Decision Making Guidance - A practice guide for decision makers and project teams. The guidance was developed to advise and support staff involved in delivery of projects and programmes of work that involve making decisions that impact on patients, staff and our communities, aiming to ensure an inclusive, rights-based approach, improve compliance with statutory duties and to embed socio-economic, equality and human rights considerations within their work.

Objective D:

Development of Sexual Safety support – Following the introduction of the Worker Protection (Amendment of Equality Act 2010) Act 2023. The Health Board developed a working group to identify awareness and the provision of training for all Health Board staff. As a result, the Health Board has led on the development of an All-Wales NHS Sexual Safety Policy.

Objective E:

Reducing Health Inequalities in Vulnerable Groups – The Health Board published its Health Needs Assessment for Gypsy, Roma and Traveller (GRT) Health. The Health Board's Public

Health team are leading on a regional GRT group with Local Authority representation to mobilise the recommendations.

The Health Board's focus for the next year is to build on what does good look like when we think about inclusive health care, looking at the barriers within our systems and processes that negatively impact inclusion and ensuring our values lead the Health Board to be a compassionate, constantly learning and improving organisation.

7. Welsh Language

The provision of services in patients' and service users' preferred language is fundamental to the delivery of high-quality care, and is of particular significance for vulnerable individuals. The Health Board operates within a statutory framework established by the Welsh Language (Wales) Measure 2011, adhering to the Welsh Language Standards and remaining accountable to the Welsh Language Commissioner for compliance and external scrutiny.

Furthermore, the Health Board aligns its practices with the Welsh Government's strategic framework for Welsh language services in the health and care sector, 'More than just words'.

Strategic oversight and direction for Welsh language service provision are exercised through the Health Board's Welsh Language Strategic Forum. This Forum convenes quarterly to address matters of accountability, risk management, concerns reporting, and the formal recognition of successes.

The focus for the past year has been on:

- Encouraging staff to make the most of the internal opportunities provided to improve their Welsh language skills
- Establishing a consistent approach to the delivery of the Welsh Language Standards, by adopting Standard Operating Procedures for specific compliance areas
- Aligning short and medium-term targets established within 'More than just words' with the Welsh Language Standards work programme, to enable the Health Board to focus delivery on specific areas and groups
- Incorporating an additional Service Level Agreement into the in-house translation programme, leading the Health Board to maximise its potential and expertise

In laying this foundation, the Health Board has embraced a patient-centred approach to ensure the public receives timely care delivered in their language of choice central to their individual needs.

The infrastructure of the Welsh Language Team is aligned to four specific areas of focus that support the delivery of its requirements and objectives. Progress has been made across all areas to enhance the Health Board's capacity to provide services in Welsh.

Legislation and Governance

As a public sector organisation operating under the legislative framework of the Welsh Language (Wales) Measure 2011, it is the Health Board's duty to ensure that the Welsh language is treated no less favourably than the English language when accessing health care services.

Throughout the past year, efforts have been concentrated on collaborating with the three Integrated Health Communities (IHCs) across North Wales to complete self-assessment questionnaires scrutinising on their compliance with the Welsh Language Standards. The

evaluation of the evidence has enabled the Team to direct their efforts towards addressing any gaps in provision, enabling targeted intervention where required.

As part of the Health Board's Welsh language governance framework, Quarterly Mystery Shopper exercises are undertaken to evaluate the Health Board's compliance with the Welsh Language Standards and to identify areas for improvement. This is implemented through scrutinising signage, services that deliver first point of contact, and resource availability. These assessments ensure consistent service delivery for Welsh-speaking patients across all sites, and highlight opportunities to enhance patient interactions in person, by phone, and digitally. Findings are addressed through established processes to strengthen service quality and reinforce the emotional well-being of patients, supporting the Health Board's commitment to delivering exemplary bilingual care.

Promotion and Implementation of the 'Active Offer'

In order to ensure the effective implementation of the Welsh Language Standards and the 'More than just words' framework, efforts have been made this year to increase awareness of the significance of providing Welsh language services, in addition to encouraging staff to use their Welsh language skills with patients. These efforts also aim to showcase best practices throughout the organisation and enhance collaborative partnerships across North Wales.

The Health Board's seventh annual Welsh Language Week took place in October 2024, with the main purpose being to increase awareness of the significance of providing bilingual healthcare services. Various activities and events, including promotional stalls at both acute and community hospitals, were organised to provide support, resources, and guidance to staff on matters related to bilingual service delivery. Special events for Welsh language learners, such as 'Cinio Clebran', were conducted to celebrate and engage learners in a welcoming environment, allowing them to practise their skills. As part of a week-long series of celebrations, additional events were held within the Children's Unit across all three acute sites, where 'Dewin', a Welsh-speaking children's character, was warmly received by young patients on the wards.

During March 2025, a campaign was held to highlight the importance of offering services to patients in Welsh, and to reinforce the support available to staff across the Health Board. The aim of the campaign was to encourage staff to use Welsh whenever possible, even if only a few words, recognising that this can significantly enhance the experience of Welsh-speaking patients.

The campaign was well-received by staff, featuring promotional stalls and activities at the three main hospitals, a dedicated programme on Radio Ysbyty Gwynedd, and the introduction of two new courses: a Welsh language *Welcome* course for complete beginners and a 'Turbo Charge Your Welsh' course designed to build confidence among staff.

The campaign also provided an opportunity to engage with the public, highlighted by the sharing of a patient story in which Welsh language services were actively offered to a child and her parent at the Children's Ward in Ysbyty Glan Clwyd, and the benefit that this had on the care received. Overall, the campaign was highly successful and had a demonstrable and positive impact on staff engagement and confidence.

Developing the Workforce

The Health Board's Welsh Language Training Team has enjoyed another highly successful year, having developed and delivered an extensive range of Welsh language courses tailored to meet the needs of the organisation. There has been a remarkable 25 per cent increase in the number of staff undertaking Welsh language training in comparison to the previous year.

There has been a notable increase in the completion rate of the mandatory Welsh Language Awareness Module within the Health Board. The module was developed by the Health Board's Welsh Language Team for implementation across Wales. Currently, the uptake within the organisation stands at 91.06%. This is more than six per cent above the Health Board's mandatory compliance target.

The Welsh Language Training Team has continued to work strategically by aligning training provision with legislative requirements and systematically identifying areas of learning that require additional support across the organisation. The Health Board's in-house tutor has expanded the delivery of Welsh language training by providing an increased number of face-to-face courses complementing the ongoing virtual sessions.

There is an increasing number of Board Members engaging in Welsh language learning with the support of the in-house tutor, reflecting a strengthened commitment to promoting bilingualism at all levels within the organisation.

The Health Board continued its partnership with the National Centre for Learning Welsh through a formal agreement for the 2024/25 reporting period, with a particular focus on the 'Work Welsh Scheme'. In partnership with the Welsh Language Team, the Centre has piloted a targeted programme for Speech and Language Therapy Services, designed to enhance both confidence and Welsh language proficiency among staff. This forward-thinking initiative has led to a rise in the number of confident Welsh-speaking practitioners within the service, thereby supporting the 'More than just words' objective of expanding bilingual service delivery and promoting value-based, person-centred care.

In November 2024, the Welsh Language Commissioner visited Ysbyty Glan Clwyd to gain insight into the Health Board's Welsh language initiatives, with particular emphasis on the Welsh Language Training Programme. This visit marked a significant milestone for the Training Team, providing an opportunity to highlight the progress of learners. Participants shared their motivating experiences of learning Welsh, underscoring the importance of developing confidence to use the language in professional settings. The event was highly successful and served as a meaningful platform to illustrate how the Welsh language is becoming an integral part of daily operations throughout the Health Board.

The Health Board has actively contributed to the North Wales Medical School Medicine Programme for first- and second-year students, collaborating with Bangor University to deliver Welsh language awareness sessions and informational lectures. These efforts aim to ensure that future healthcare professionals are well-informed about the organisation's Welsh language expectations and requirements.

Translation Services

The Translation Team continues to provide support for all Health Board services in the form of written translations and interpretation services. The increasing demand for translation demonstrates the Health Board's commitment to providing a seamless and timely bilingual service to service users in line with the Welsh Language Standards. This reflects the workforce's awareness of legislative requirements, resulting in increased visibility of the language in the Health Board's operational activities.

The team continues to uphold rigorous quality control standards in all aspects of translation, prioritising time-sensitive requests to ensure that staff and patients are able to access essential information in their preferred language without delay.

In 2024/25, the team entered into a Service Level Agreement (SLA) with Aneurin Bevan University Health Board to provide translation support for written requests. This collaborative

arrangement has been highly successful, with both parties committed to continue with the agreement during 2025/26, demonstrating the quality and efficiency of the team.

The following data demonstrates the Health Board’s compliance with its regulatory reporting duties.

- The number of complaints received during the reporting year relating to compliance with the Welsh Language Standards was five. The primary issues raised were reception and telephony services. Each complaint was fully addressed following the initial correspondence, and none were escalated to investigation status.
- The percentage of employees who had recorded their language skill level on the Electronic Staff Register (ESR) at the end of the reporting year were 95.13 percent. A breakdown per language skill level is provided below.

Employee Number	2024/25	
Individual Proficiency Level	Total	%
0 – No Skills / Dim Sgiliau	10,090	47.82%
1 – Entry/ Mynediad	2,754	13.05%
2 – Foundation / Sylfaen	1,383	6.55%
3 – Intermediate / Canolradd	1,460	6.92%
4 – Higher / Uwch	1,605	7.61%
5 – Proficiency / Hyfedredd	2,782	13.18%
Total	20,074	95.13%
Total number of staff	21,101	

- The number of new and vacant posts advertised during the reporting year, categorised as posts where:
 - Welsh language skills were essential – 301
 - Welsh language skills needed to be learnt when appointed to the post – 49
 - Welsh language skills were desirable – 4,238
 - Welsh language skills were not necessary - 8

The Health Board produces a separate annual report focusing specifically on Welsh Language Services, which addresses the reporting requirements set out within the Welsh Language Standards. This report is published on the Health Board’s website within six months of the end of the financial year, and will be available at [Welsh Language - Betsi Cadwaladr University Health Board](#)

The 2024/25 report will be published in September 2025.

8. Financial Management and Performance

Achievement of Financial Duties

The National Health Service Finance (Wales) Act 2014 places two financial duties on Local Health Boards:

Revenue resource performance: A duty to ensure that expenditure does not exceed the total funding allotted to it over a period of 3 financial years.

Integrated planning: A duty to prepare a plan, in accordance with planning directions issued by the Welsh Ministers, to secure compliance with the Revenue resource performance while improving the health of the people for whom it is responsible, and the provision of health care to such people, and for that plan to be submitted to and approved by the Welsh Ministers.

Revenue Resource Performance

In respect of the first duty, the Health Board has not managed its expenditure within the aggregate funding provided over the period, 2022/23 to 2024/25 so has not achieved the first duty. The Health Board confirmed to Welsh Government via an Accountable Officer letter that it was unable to fulfil its statutory duty to produce a three-year IMTP, in particular being unable to deliver financial balance over a three-year period. The Health Board instead submitted an Integrated Three Year Plan for 2024 to 2027 with a specific focus on 2024/25. This builds upon previous Annual Plan submissions and the Special Measures escalation plan for the Health Board, to produce a coordinated response to development and improvement.

	2022/23 £000	2023/24 £000	2024/25 £000	Total £000
Net operating costs for the year	1,991,335	2,158,812	2,328,436	6,478,583
Less general ophthalmic services expenditure and other non-cash limited expenditure	1,790	1,777	854	4,421
Total operating expenses	1,993,125	2,160,589	2,329,290	6,483,004
Revenue Resource Allocation	1,993,514	2,136,242	2,321,730	6,451,486
Under /(over) spend against Allocation	389	(24,347)	(7,560)	(31,518)

Most of the funding for the Health Board's activities is provided for by Welsh Government. In 2024/25 Betsi Cadwaladr University Health Board exceeded its annual revenue resource allocation from Welsh Government and has reported a deficit of £7.6 million.

This outturn was dependent on a number of non-recurring sources of funding and Welsh Government strategic support of £82m. The Health Board's significant underlying deficit remains a challenge going forward. The initial plan for 2025/26 is a breakeven position.

The Health Board did not receive any additional cash-only strategic support from Welsh Government during the year.

Integrated Planning

The NHS Wales Planning Framework for the period 2024-2027 issued to Health Boards placed a requirement upon them to prepare and submit Integrated Medium-Term Plans (IMTPs) to Welsh Government.

The Health Board submitted a [Three Year Plan for 2024 to 2027](#), which was approved by the Board on 28 March 2024. The Board accepted that the Health Board would be unable to submit an approvable three year IMTP, but that the plan submitted was within the context of a three year plan. The Health Board continues to work towards a balanced IMTP, advancing the organisation to future IMTP status.

Therefore, the Health Board failed to meet its statutory duty to prepare a balanced 3-year integrated plan.

Other Financial Performance Measures

Capital assets

The Health Board has a significant capital asset base (more than £710 million shown in the Statement of Financial Position as at 31 March 2025) and receives capital funding from Welsh Government accordingly. In 2024/25, the Health Board delivered its agreed capital programme and has reported an underspend relative to Capital Resource Allocation, of £0.349 million.

Cash management

Health Boards are required to manage substantial cash inflows and outflows, and to do so effectively within related funding sources and whilst meeting payment obligations to staff, suppliers and authorities (such as HMRC). A summary of Betsi Cadwaladr University Health Board's cashflows for the year is shown in the Statement of Cash Flows in the annual accounts (see page 7).

Health Boards are required to pay 95% of the number of non-NHS bills within 30 days of receipt of goods or a valid invoice whichever is later; performance in 2024/25 financial was above the requirement with a 95.6% achievement.

For further details about our Financial Performance, please refer to the Annual Accounts Report when it has been published and audited.

9. Sustainability

The climate change evident now has significant direct and immediate consequences for the Health Board and the people of North Wales. As part of our corporate commitment towards reducing the impact of our activities we have undertaken a number of actions and will continue to take actions to contribute towards delivering a net-zero Public Sector by 2030. These have included:

- The Health Board achieved accreditation for a further three years against the ISO14001:2015 standard on 29 April 2024. This provides a framework to protect the environment and respond to changing environmental conditions, in balance with socio-economic needs to include:
 - Enhancement of environmental performance
 - Fulfilment of compliance obligations
 - Achievement of environmental objectives
- The bespoke e-training package for waste and environmental management has been implemented across the Health Board with an overall compliance average of 91.4%.

- The implementation of segregating and recycling at source in all Community Hospitals, Health Centres, administration buildings, GP practices and Community dental practices was completed within 2024/2025. Environment Officers have worked with the current waste contractor to ensure a smooth transition.
- All three IHC Areas of the Health Board have a Green Group supported by Clinical staff which are part of the Environmental Steering Group.
- The integration of in-house sustainable procurement practices and improved data availability to assist in areas such as measuring the organisation's carbon footprint.
- We have implemented a Biodiversity Forward Plan to comply with Section 6 Part 1 of the Environmental (Wales) Act 2016, to maintain and enhance biodiversity as part of the duty to promote resilience of ecosystems. Examples of enhanced biodiversity include:
 - Wrexham Maelor Hospital Courtyard.
 - Ysbyty Glan Clwyd Courtyard supported by Rhyl Soroptimists and the Cancer Services garden.

Energy & Carbon Management / Sustainable Construction

During 2024/2025 the Health Board has continued to develop the detail to support the Estates Strategy. The strategy was developed to align with other current Health Board strategies including Living Healthier, Staying Well, Clinical Services Strategy, Digital Strategy, People Strategy and Plan, and the Decarbonisation Action Plan.

The Strategy advocates a future estate that is fit for purpose and provides a safe and effective environment that meets the clinical and business needs of the Health Board; enhances the care of patients; supports carers, families and visitors; and provides an appropriate working environment for staff. It confirms the Health Board's commitment to:

- Ensure inclusive design through the participation of local communities.
- Be compliant with statutory regulations and best practice guidance.
- Seek to meet the BREEAM standard of "very good" as a minimum with an aspiration to achieve "excellent" where practical in new buildings.
- Reduce the carbon footprint aligning to the Decarbonisation plan.
- Support sustainable transport solutions and a Green Travel Plan.
- Optimise local procurement and labour to support the local economy.
- Promote estate rationalisation and the identification and disposal of surplus land and buildings.

Two projects that commenced with the design concept in 2024/25 are detailed below:

Re-Fit Programme

A key programme to support the Health Board in delivering on its Decarbonisation Action Plan is the Re-Fit programme.

Ysbyty Gwynedd Solar Farm

The Health Board has started developing a proposal for a Solar Farm on land adjacent to Ysbyty Gwynedd.

Transport

The Health Board's travel and associated carbon emissions continue to be monitored including business travel by staff and transportation of eligible patients to and from hospital. The annual total miles recorded reduced by 2.39% in the period. Further initiatives will be

explored to continue to reduce and promote more efficient and greener travel plans, including the promotion of alternatives to travel.

Use of Utilities and Waste (utilising estimated data for month 12)

The total gross CO₂ emissions of the Health Board reduced by 1.05% in the period.

Greenhouse Gas Emissions	Greenhouse Gas Emissions	2022/23	Change from previous year	2023/24	Change from previous year	2024/25	Change from previous year
Non-Financial Indicators (tonnes of CO ₂)	Total Gross Emissions	32,875	-10.03%	33,064	0.58%	32,717	-1.05%
	Total Net Emissions	32,875	-10.03%	33,064	0.58%	32,717	-1.05%
	Gross Emissions Scope 1* (Direct) Gas & Oil	22,962	-11.97%	23,520	2.43%	22,879	-2.73%
	Gross Emissions Scope 2 & 3** (Indirect)	9,913	-5.18%	9,544	-3.72%	9,838	3.08%
Related Energy Consumption (tonnes of CO ₂)	Electricity : Non-renewable	0		0		0	
	Electricity : Renewable "Green" Supply Contract	9,913	-5.18%	9,544	-3.72%	9,838	3.08%
	Gas	20,297	-14.94%	20,606	1.52%	20,405	-0.97%
	LPG	12.78	21.25%	12.35	-3.36%	12.40	0.40%
	Other – Oil***	2,665	14.93%	2,914	9.34%	2,715	-6.83%
Financial Indicators (£)	Expenditure on Energy	25,322,875	92.01%	19,319,247	-23.71%	17,367,663	-10.10%



Greenhouse Gas Emissions	Greenhouse Gas Emissions	2022/23	Change from previous year	2023/24	Change from previous year	2024/25	Change from previous year
	CRC Licence Expenditure (2010 Onwards)	0		0		0	
	Expenditure on Accredited Offsets (e.g. GCOF)	0		0		0	
	Expenditure on Business Travel****	11,408,550	61.47%	12,536,274	9.88%	Information not available	

Finite Resource Consumption		2022/23	Change from previous year	2023/24	Change from previous year	2024/25	Change from previous year
Non-Financial Indicators (m ³)	Water Consumption (All)						
	supplied	412,340	-15.7%	480,683	16.6%	491,374	2.2%
	abstracted	0	0	0	0	0	0
	Water Consumption (Non-Office Estate)						
	supplied	0	0	0	0	0	0
	abstracted	0	0	0	0	0	0
Financial Indicators (£)	Water Supply Costs (All)	1,235,617	-9.7%	1,531,866	24.0%	1,599,937	4.4%
	Water Supply Costs (Non-Office Estate)	0	0	0	0	0	0

Our total waste in the period reduced by 1.89% to 3,300 tonnes.

Waste		2022/23	Change from previous year	2023/24	Change from previous year	2024/25	Change from previous year
Non-Financial Indicators (tonnes)	Total Waste	2,937	-11.78%	3363.8	14.53%	3300	-1.89%
	Landfill	6.8	-87.38%	0	0	0	0
	Reused / Recycled	1,567	-16.87%	1957	24.9%	1885	-3.74%
	Composted	0	0	0	0	0	0
	Incinerated with energy recovery	1,363	-1.87%	1,407	3.2%	1415	0.57%
	Incinerated without energy recovery	0	0	0	0	0	0
Financial Indicators (£)	Total Disposal Cost	630,782	10.62%	720,812	14.3%	791,305	9.32%
	Landfill	2,086	-86.65%	0	0	0	
	Reused / Recycled	248,288	-3.94%	264,458	6.51%	329,670	21.95%
	Composted	0		0	0	0	
	Incinerated with energy recovery	380,409	28.47%	456,354	20%	461,635	1.15%
	Incinerated without energy recovery	0		0		0	

Notes

Total waste tonnages and costs includes incineration waste, recyclable and landfill waste.

The Health Board also disposes of some material via other means that are not specified as a separate category within the sustainability reporting requirements. This includes 'orange bag' waste which is heat treated to disinfect it before disposal.

In 2024/25 this accounted for 2,120 tonnes of waste, with a treatment and disposal cost of £1,039,516 (2023/24: 2,169 tonnes at a cost of £1,036,115). Therefore, the data above does not cover the totality of the Health Board's waste disposal.

10. Conclusion and Forward Look

The 2024/25 reporting year has been a pivotal period for Betsi Cadwaladr University Health Board, marked by both significant progress and ongoing challenges.

This time last year, the Health Board set out a plan to improve performance across a number of areas that were placed in to the highest level of escalation – [Special Measures by the Welsh Government](#). This plan aimed to address issues around governance and leadership and provide a solid foundation from which the Health Board could then focus its efforts on effectively improving its performance.

A lot has changed and good progress made over the last two years with the establishment of a new Board, governance structure, change portfolio, operating model, culture and strategy.

The initial challenge was the appointment and induction of a new Board, led by a new Chair and Chief Executive who have now been in substantive posts since early in 2024. This determined the initial focus and priorities. This was supported by successful recruitment of a full complement of Independent Members and improvement was reflected in the latest Audit Wales evaluation of Board effectiveness. Since then, the Health Board has worked hard on the priorities set by Welsh Government, making progress against the associated de-escalation criteria with support from the Welsh Government.

In 2024/25 the Special Measures actions were incorporated into the Health Board's Annual Delivery Plan in order to have a single plan for the organisation that encompassed all of its priorities. This evolution saw the maturing nature of the Board take shape with a well-functioning Board turning into longer-term ambitions to build an effective organisation.

During this time improvements have been made across a number of areas including the way the Board is led, financial management, governance and quality of care processes.

Whilst a lot of progress has been made in building the necessary foundations for the organisation to be successful in the long-term, much of this work will take time to fully embed and get right.

The Health Board fully recognises that while getting this foundation right is fundamental to driving forward improvement, people are still waiting too long too often to get the care and support they need. It is crucial our communities have access to the quality of service and support they expect and deserve and now this is where we are focusing our attention.

The Health Board recognises the challenges to building a sustainable organisation for the long-term whilst also addressing some of the shorter-term performance issues. Whilst this will always be difficult to balance, a lot of the organisational building blocks are now in place to support addressing both in parallel. This is the only way the organisation will successfully deliver on its purpose to improve health and wellbeing and provide excellent care to the people of North Wales.

The Health Board is now working with our partners, as well as listening to and learning from the experiences of our patients and communities, to develop the plans we need to develop and deliver high quality, sustainable services for the future.

Looking ahead to 2025/26 and beyond

Looking ahead to 2025/26, our focus is on building upon the foundational and early delivery work to date and to accelerate delivery of change to front line services, whilst continuing to build a sustainable organisation for the long-term. There are some critical pieces of work that will be fundamental to achieving this, which include:

- A concerted effort to improve frontline services, focusing on quality, outcomes and experience.
- Working with partners to develop a Ten-Year Strategy for North Wales, that isn't just focused on health, but the how the whole health and social care system can work together to keep the population well.
- Taking the learning from the early implementors using our Quality Management System to support and transform the organisation's fragile services.
- Develop the Electronic Healthcare Record Business Case to support longer term transformation.
- Enabling more resource to focus on prevention and early intervention, making better use of opportunities within the primary and community services.
- Addressing the long-standing issues with the way the Health Board operates, focusing not only on the structure, but also the people, systems, processes, culture and strategy.

The Health Board's strategic plans, including the Integrated Medium Term Plan 2025–28, will guide the next phase of transformation. With continued collaboration across sectors, a focus on equity and quality, and the dedication of its workforce, Betsi Cadwaladr University Health Board is determined to deliver a safer, more effective, and more compassionate health service for the people of North Wales.

Based on the above, I have therefore, concluded, that Betsi Cadwaladr University Health Board has made improvements in the system of internal control since 2023/24 and this has been demonstrated through the assurances provided to me by Internal and External Audit. The improvements made during 2024/25 are part of the Health Board's plans to build a sustainable organisation. The Health Board will therefore need to continually reflect and respond to the unprecedented demands and challenges it faces in 2025/26 and beyond, and I will ensure our governance framework considers and responds to this need.

Signed:



Carol Shillabeer, Chief Executive

Date 26 June 2025

Part Two – The Accountability Report

1. Corporate Governance Report

The Corporate Governance Report provides an overview of the governance arrangements and structures that were in place across the Health Board during 2024/25. It includes:

Directors' Report

The Directors' Report: This provides details of the board who have authority or responsibility for directing and controlling the major activities of the Health Board during the year. Some of the information which would normally be shown here is provided in other parts of the Annual Report and Accounts and this is highlighted where applicable.

The Board

Betsi Cadwaladr University Health Board is the largest health organisation in Wales, with a budget of £1.87 billion and a workforce of over 19,000. The Health Board is responsible for the delivery of health care services to more than 700,000 people across the six counties of North Wales (Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire and Wrexham). The Health Board coordinates the work of 96 GP practices, and NHS services provided by 78 dental and orthodontic practices, 70 optometry practices and opticians and 145 pharmacies in North Wales.

The Local Health Boards (Constitution, Membership and Procedures) (Wales) Regulations 2009 (S.I. 2009/779) ("The Constitution Regulations") set out the constitution and membership arrangements of Local Health Boards, the appointment and eligibility requirements of members, the term of office of non-officer members and associate members. In line with these Regulations the Board of Betsi Cadwaladr University Health Board comprises:

- a chair;
- a vice-chair;
- officer members; and
- non-officer members.

The members of the Board are collectively known as "the Board" or "Board Members"; the officer and non-officer members (which includes the Chair) are referred to as Executive Directors and Independent Members respectively. All members have full voting rights.

In addition, Welsh Ministers may appoint up to three associate members. Associate members have no voting rights.

Before an individual may be appointed as a member or associate member they must meet the relevant eligibility requirements, set out in The Local Health Boards (Constitution, Membership and Procedures) (Wales) Regulations 2009 (S.I. 2009/779) ("The Constitution Regulations"), and continue to fulfil the relevant requirements throughout the time that they hold office. The Regulations can be accessed via the Government's legislation website:

<http://www.legislation.gov.uk/wsi/2009/779/contents/made>

Further detail on the Board's membership and composition during 2024/25 is available within **Appendix 1 : Board and Committee Membership 2024/25**

The Betsi Cadwaladr Health Board as at 31st March 2025



Dyfed Edwards
Chair
(Voting)



Carol Shillabeer
Chief Executive
(Voting)



Gareth Williams
Vice Chair
(Voting)



Karen Balmer
Independent Member
(Voting)



Clare Budden
Independent Member
(Voting)



Cllr Dyfed Jones
Independent Member
(Voting)



Rhian Watcyn Jones
Independent Member
(Voting)



Prof Mike Larvin
Independent Member
(Voting)



Urtha Felda
Independent Member
(Voting)



Dr Caroline Turner
Independent Member
(Voting)



William Nichols
Independent Member
(Voting)



Christopher Lothian-Field
Independent Member
(Voting)



Dr Sreeman Andole
Interim Executive Medical
Director
(Voting)



Russell Caldicott
Interim Executive Director
of Finance
(Voting)



Imran Devji
Interim Chief Operating
Officer
(Voting)



Dr Jane Moore
Executive Director of
Public Health
(Voting)



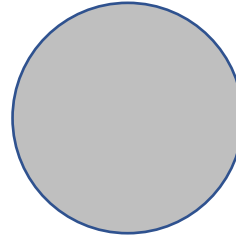
Teresa Owen
Executive Director of
Allied Health
Professionals and Health
Science
(Voting)



Paolo Tardivel
Interim Executive Director
of Transformation and
Strategic Planning
(Voting)



Angela Wood
Executive Director of
Nursing & Midwifery
(Voting)



Vacant
Executive Director of
Workforce &
Organisational
Development
(Voting)



Fon Roberts
Associate Board Member
(Non-Voting)



Mike Parry
Associate Board Member
(Non-Voting)



Jane Wild
Associate Board Member
(Non-Voting)



Stuart Keen
Director of Environment
and Estates
(Non-Voting)



Stephen Powell
Director of Performance
and Commissioning
(Non-Voting)



Helen Stevens-Jones
Director of Partnerships,
Engagement &
Communications
(Non-Voting)



Dylan Roberts
Chief Digital & Information
Officer
(Non-Voting)



Pam Wenger
Director of Corporate
Governance
(Board Secretary)
(Non-Voting)

Register of Directors' Interests

All Board members are required to declare any interest they have that could affect their impartiality with regard to their work within the Health Board.

The declarations made by Directors and Board Members for 2024/25 are published in Note 30 of the Annual Accounts, and are available on the Health Board's website at [Board Declarations of Interest](#)

Compliance with Cost Allocation Requirements

The Freedom of Information Act is part of the Government's commitment to greater openness in the public sector. The underlying principle is that all non-personal information held by a public body should be easily available, unless there is a cost or an exemption applies. A statement confirming that the Health Board has complied with the cost allocation and charging requirements set out in HM Treasury guidance is below.

We are committed to comply with this Act and any associated Welsh Government guidance and endeavour to make information available to the public via our Publication Scheme

Compliance with Personal Data Related Incidents and Environmental, Social and Community Issues

The Health Board self-reported two data security breaches that triggered referral to the Information Commissioner's Office and Welsh Government. These were in relation to:

Confidentiality Breach-External	2
Total	2

All self-reported incidents have been closed by the Information Commissioner's Office with no further action required by them due to the immediate actions and improvements put in place by the Health Board.

All of these recommendations have or will be implemented by the Health Board and are monitored by the Information Governance team.

The Health Board did not incur any financial penalties during the year. During 2024/25 the Health Board has received two personal injury claims for harm and distress caused by a data breach and has settled two claims totalling £19,010.64 during the year.

Statement of Accountable Officer's Responsibilities

The Statement of Accounting Officer's Responsibilities and Statement of Directors' Responsibilities: This requires the Accountable Officer, Chair and Executive Director of Finance to confirm their responsibilities in preparing the financial statements and that the Annual Report and Accounts is fair, balanced, and understandable.

The Welsh Ministers have directed that the Chief Executive should be the Accountable Officer for the Betsi Cadwaladr University Health Board.

The relevant responsibilities of Accountable Officers, including their responsibility for the propriety and regularity of the public finances for which they are answerable, and for the keeping of proper records, are set out in the Accountable Officer's Memorandum issued by the Welsh Government.

The Accountable Officer is required to confirm that, as far as he or she is aware, there is no relevant audit information of which the entity's auditors are unaware, and the Accountable Officer has taken all the steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the entity's auditors are aware of that information.

The Accountable Officer is required to confirm that the annual report and accounts as a whole is fair, balanced and understandable and that they take personal responsibility for the annual report and accounts and the judgments required for determining that it is fair, balanced and understandable.

The Accountable Officer is responsible for authorising the issue of the financial statements on the date they were certified by the Auditor General for Wales.

To the best of my knowledge and belief, I have properly discharged the responsibilities set out in my letter of appointment as an Accountable Officer.

Signed:



Carol Shillabeer, Chief Executive

Date 26 June 2025

Statement of Directors' Responsibilities in respect of the Accounts

The directors are required under the National Health Service Act (Wales) 2006 to prepare accounts for each financial year. The Welsh Ministers, with the approval of the Treasury, direct that these accounts give a true and fair view of the state of affairs of Betsi Cadwaladr University Health Board and of the income and expenditure of Betsi Cadwaladr University Health Board for that period.

In preparing those accounts, the directors are required to:

- apply on a consistent basis accounting principles laid down by the Welsh Ministers with the approval of the Treasury
- make judgements and estimates which are responsible and prudent
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the account

The directors confirm that they have complied with the above requirements in preparing the accounts.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the authority and to enable them to ensure that the accounts comply with the requirements outlined in the above-mentioned direction by the Welsh Ministers.

By Order of the Board

Signed:



Dyfed Edwards

Chair

Date: 26 June 2025



Carol Shillabeer

Chief Executive

Date: 26 June 2025



Russell Caldicott

Executive Director of Finance:

Date: 26 June 2025

Annual Governance Statement

Annual Governance Statement: This is the core of the Corporate Governance Report. It explains the governance arrangements and structures within the Health Board and brings together how the organisation manages governance, risk, and control. Our Annual Governance Statement describes our governance arrangements, committee structure and the system of internal control.

The Board is accountable for governance, risk management and internal control. As Chief Executive of the Health Board I have responsibility for maintaining appropriate governance structures and procedures as well as a sound system of internal control that supports the achievement of the organisation's policies, aims and objectives, whilst safeguarding quality standards, public funds and departmental assets for which I am personally responsible. These are carried out in accordance with the responsibilities assigned by the Accountable Officer of NHS Wales.

The Annual Report outlines the different ways the organisation has had to work, both internally and with partners in providing our services for the people of North Wales. It explains arrangements for ensuring standards of governance are maintained, risks are identified and mitigated, and assurance has been sought and provided. Where necessary additional information is provided here in the Annual Governance Statement, however the intention has been to reduce duplication where possible. It is therefore necessary to review corresponding sections in the Annual Report alongside this Governance Statement.

On 27 February 2023, the Minister for Health and Social Services, Welsh Government announced that Betsi Cadwaladr University Health Board (BCUHB) would be escalated to Special Measures. The organisation had previously been at the Targeted Intervention level of escalation and therefore has now been escalated to the highest level under the Escalation and Intervention arrangements. The Minister for Health and Social Services indicated in the statement announcing Special Measures escalation particular concern regarding leadership, culture and performance. There were eight areas of concern, including Governance and Board Effectiveness.

In March 2025, the Welsh Government published [Health Board progress 2024-25 - Betsi Cadwaladr University Health Board](#) on the Health Board which detailed progress in a range of areas, including culture, leadership and governance and quality and safety.

The report noted that:

- Progress has been made in relation to corporate governance, financial control and governance and over the last 12 months the quality management system has begun to demonstrate improved grip and control; and
- The focus the chair, independent members, chief executive and executive directors are bringing to these areas has made an impact but, as this report highlights, there are areas of continuing fragility, which are linked to operational performance and clinical services, where further improvements are urgently needed.

The report concluded that Betsi Cadwaladr University Health Board has stabilised and started to put in place the building blocks to become a sustainable organisation over the course of the last two years under the current level 5 (special measures) arrangements.

The Chief Executive is also responsible for ensuring that the Health Board is administered prudently, economically and with propriety, and that resources are applied effectively and

efficiently. In fulfilling my responsibilities to the Chief Executive of NHS Wales, I am directly accountable to the Chair of the Health Board for the operation of the Health Board and for the implementation of the Board's decisions.

The role and composition of the Board

Betsi Cadwaladr University Health Board has a clear purpose from which its strategic aims and objectives have been developed. Our vision is:

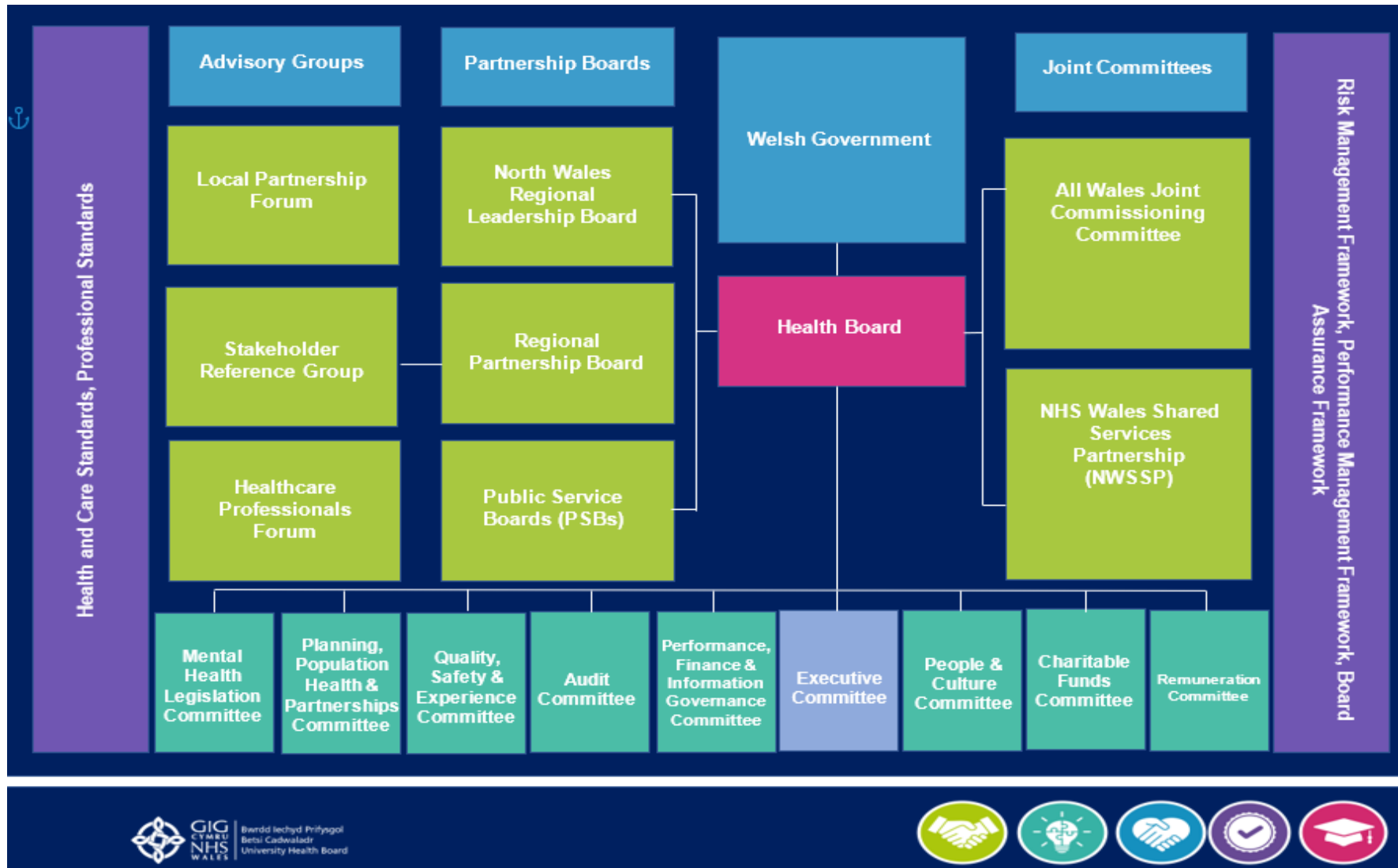
- We will improve the health of the population, with particular focus upon the most vulnerable in our society.
- We will do this by developing an integrated health service which provides excellent care delivered in partnership with the public and other statutory and third sector organisations.
- We will develop our workforce so that it has the right skills and operates in a research rich learning culture.

The Board is accountable for setting the organisation's strategic direction, ensuring that effective governance and risk management arrangements are in place and holding Executive Directors to account for the effective delivery of its Annual Delivery Plan.

The Health Board's governance and assurance arrangements have been aligned to the requirements set out in the Welsh Government's Governance e-manual and the Citizen Centred Governance Principles. Care has been taken to ensure that governance arrangements also reflect the requirements set out in HM Treasury's ['Corporate Governance in Central Government Departments: Code of Good Practice 2017'](#).

The Board has approved Standing Orders for the regulation of proceedings and business. They are designed to translate the statutory requirements set out in the Local Health Board (Constitution, Membership and Procedures) (Wales) Regulations 2009 into day-to-day operating practice. Together with the adoption of a scheme of matters reserved for the Board, a detailed scheme of delegation to officers and Standing Financial Instructions and set out the requirement of the responsibilities and conduct of the Health Board and defined 'its ways of working'. The Standing Orders were adopted by the Board on 28 September 2023 with minor amendments agreed since the most recent approved at the Board on 27 March 2025 and are available on the Health Board's bcuhb.nhs.wales/about-us/health-board-meetings-and-members/health-board-meetings/health-board-agenda-bundle-270325-v200-public/

The Board, subject to any directions that may be made by the Welsh Ministers, is required to make appropriate arrangements for certain functions to be carried out on its behalf. This enables the day-to-day business of the Health Board to be carried out effectively, and in a manner that secures the achievement of the organisation's aims and objectives. The Committee structure is outlined in this report and the Terms of Reference are available on the Health Board's website. ([Committees and Advisory Groups - Betsi Cadwaladr University Health Board](#))



The Board

The Board has been constituted to comply with the Local Health Board (Constitution, Membership and Procedures) (Wales) Regulations 2009. The Board functions as a corporate decision-making body, Executive Directors and Independent Members being full and equal members and sharing corporate responsibility for all the decisions of the Board. Details of those who sit on the Board are published on the Health Board [The Board - Betsi Cadwaladr University Health Board](#). Further information is also provided within the Directors' Report.

The Board sits at the top of the organisation's governance and assurance systems. Its principal role is to exercise effective leadership, provide strategic direction and control. The Board is accountable for governance and internal control in the organisation, and I, as the Chief Executive and Accountable Officer, am responsible for maintaining appropriate governance structures and procedures.

In summary, the Board:

- Sets the strategic direction of the organisation within the overall policies and priorities of the Welsh Government and the NHS in Wales
- Establishes and maintains high standards of Corporate Governance
- Sets the risk appetite for the organisation and provides oversight of strategic risks
- Ensures the delivery of the aims and objectives of the organisation through effective challenge and scrutiny of performance across all areas of responsibility
- Monitors progress against the delivery of strategic and annual objectives
- Ensures effective financial stewardship by effective administration and economic use of resources
- Will seek assurance on the effective delivery of the above points

During 2024/25, all Board meetings in public were broadcast live, with a recording of the meeting uploaded to our website after each meeting. During 2024-25, the Board held:

- Eight meetings in public (all were quorate)
- Six In-Committee (Private Meetings)
- One Annual General Meeting
- Fourteen Board Development Sessions

Attendance is formally recorded within the minutes, detailing where apologies have been received and where deputies have been nominated. The dates, agendas and minutes of all public meetings can be found on the Health Board's website. The Board has a Cycle of Business, which was adapted during the year to respond to emerging events and circumstances. There is also a clear citizen, patient and staff experience centred focus by the Board at the meetings, demonstrated by the presentation of patient, carer and staff stories through the Experience Report.

Over the year, the Board considered a number of key issues and took action where appropriate and these are summarised in the Annual Governance Statement.

Developing a Well-Functioning Board

As already noted, in February 2023, Welsh Government announced that Betsi Cadwaladr University Health Board was being placed in the highest level of escalation: Special Measures. This has led to a significant change in leadership and approach. In 2024/25 the Board has stabilised and there have been a number substantive appointments to the Executive Team.

The Directors' Report of the Annual Report and Accounts contains all the details of changes to Board membership during 2024/25.

In December 2024, Audit Wales issued the Health Board with the bcuhb.nhs.wales/about-us/health-board-meetings-and-members/health-board-meetings/health-board-agenda-bundle-270325-v200-public/ which formally reported significant progress in stabilising the Board and the wider organisation while outlining further measures which needed to be taken.

Standards of Behaviour

The Welsh Government's Citizen-Centred Governance Principles apply to all the public bodies in Wales. These principles integrate all aspects of governance and embody the values and standards of behaviour expected at all levels of public services in Wales.

The Board is strongly committed to being value-driven, rooted in the 'Nolan' principles and high standards of public and behaviour including openness, customer service standards, diversity and engaged leadership. The Board has in place a Standards of Behaviour Policy, which sets out the Board's expectations and provides guidance so that individuals are supported in delivering that requirement. [The Seven Principles of Public Life - GOV.UK](#)

The Standards of Behaviour Policy re-states and builds on the provisions of Section 7, Values and Standards of Behaviour, of the Health Board's Standing Orders. It re-emphasises the commitment of the Health Board to ensure that it operates to the highest standards and sets out the roles, and responsibilities of those employed by the Health Board, and the arrangements for ensuring that declarations of interests, gifts, hospitality, and sponsorship can be made.

The policy also articulates the standard of behaviours of those working in the public sector in order that the Health Board can be seen to have exemplary practice in this regard.

Details of the Board's [Standards of Business Conduct Policy](#) incorporating Declarations of Interest, Gifts, Hospitality and Sponsorship, is available on the Health Board's [Board Declarations of Interest](#)

Committees of the Board

Section 3 of Betsi Cadwaladr University Health Board's Standing Orders provides that 'The Board may and, where directed by the Welsh Government must, appoint Committees of the Health Board either to undertake specific functions on the Board's behalf or to provide advice and assurance to the Board in the exercise of its functions'.

In line with these requirements the Board has established a standing Committee structure, which it has determined best meets the needs of the Health Board, while taking account of regulatory and Welsh Government requirements. Each Committee is chaired by an Independent Member of the Board. All Committees regularly review their Terms of Reference and Cycles of Business to support the Board's business. Committees also work together on behalf of the Board to ensure that work is planned cohesively and focusses on matters of greatest risk that would prevent the Health Board from meeting its vision, aims and objectives.

For the year 2024-25, the Committees were:

- Audit Committee
- Charitable Funds Committee
- Mental Health Legislation Committee
- Performance, Finance and Information Governance Committee
- People and Culture Committee
- Planning, Population Health and Partnerships Committee
- Quality, Safety and Experience Committee

- Remuneration Committee

Full details of Committee names and dates are included in Appendix 2.

The detailed, Terms of Reference agendas and papers for each of the current Committees can be found on the Health Board's website [Committees and Advisory Groups - Betsi Cadwaladr University Health Board](#).

The Chair of each Committee provides a report on the business of each Committee meeting at meetings of the Board, highlighting any matters of concern or escalation which the Board needs to consider. This contributes to the Board's assessment of risk, level of assurance and scrutiny against the delivery of objectives. Minutes and action logs for Board and Committees are maintained and used to inform the summary of Board and Committee business.

The Health Board is committed to openness and transparency and conducts as much of its Board and Committee business as possible in sessions that members of the public are normally welcome to attend and observe. This is either via a livestream (Board meetings), or by inviting members of the public to contact the Director of Corporate Governance to request arrangements be made for an opportunity to observe Committee meetings which are not livestreamed.

Summary of Business Considered by Committees of the Board

During 2024/25, Board Committees considered and scrutinised a range of reports and issues relevant to the matters delegated to them by the Board. Reports considered by the Committees included a range of internal audit reports, external audit reports and reports from other review and regulatory bodies, such as Healthcare Inspectorate Wales and the Health and Safety Executive.

As was the case in previous years, the Committees' consideration and analysis of such information has played a key role in my assessment of the effectiveness of internal controls, risk management arrangements and assurance mechanisms. The Committees also considered and advised on areas of local and national strategic developments and new policy areas.

A summary of the remit for each Committee is highlighted in the table below:

Committee	Summary of Committee Remit
Audit Committee	To provide advice and assurance, in accordance with the standards of good governance determined for the NHS in Wales, to the Board and myself as Accountable Officer on whether effective arrangements are in place, thus supporting us in decision taking and in the discharge of our accountabilities.
Charitable Funds Committee	To make and monitor arrangements for the control and management of the Health Board's Charitable Funds. The working name for the Betsi Cadwaladr University Health Board charity is Awyr Las.
Performance, Finance and Information Governance Committee	To advise and assure the Board in discharging its responsibilities with regard to its current and forecast financial position, performance and delivery, as well as matters relating to information governance. This includes the Board's Capital Programme and Workforce activity costs.
Planning, Population Health and Partnerships Committee	To provide advice and assurance to the Board with regard to the development and oversight of the Health Board's long term planning, Integrated Medium Term Plan and Annual Operating Plan, ensuring that enabling strategies are aligned to these plans. To ensure effective partnerships arrangements are in place to improve Population Health (i.e. primary care, public health and the social determinant of health) and reduce health inequalities. To provide oversight, delivery and monitoring (by exception) of Population Health improvement and health inequalities strategies, policies and performance informed through Population Needs' Assessment.
People and Culture Committee	To provide advice and assurance to the Board on compliance with legislation, guidance and best practice relating to the People and Organisational Development (OD) agenda, learning from work undertaken nationally and internationally, ensuring the Health Board is continually improving. To also provide assurance on the implementation of the Health Board's People and OD Strategy, and the all-Wales Health & Social Care Workforce Strategy, ensuring these are consistent with the Board's overall strategic direction and with any requirements and standards set for NHS bodies in Wales.
Quality, Safety and Experience Committee	To provide advice and assurance to the Board in discharging its functions and meeting its responsibilities with regard to the quality of services including clinical effectiveness, patient safety and patient and carer experience whether these services are delivered directly or through a partnership arrangement as well as health and safety issues.
Remuneration Committee	To advise the Board on remuneration and terms of service for the Chief Executive, Executive Directors and other senior staff within the framework set by the Welsh Government. Also to provide assurance to the Board in

	relation to the Health Board's arrangements for the remuneration and terms of service, including contractual arrangements, for <i>all staff</i> , in accordance with the requirements and standards determined for the NHS in Wales.
Mental Health Legislation Committee	To consider and monitor the use of the Mental Health Act 1983 (MHA) and the Mental Capacity Act 2005 (which includes the Deprivation of Liberty Safeguards (DoLS) (MCA).

Board Development

During the year, the Board took part in a number of development and briefing sessions which covered the following topics:

- Betsi Cadwaladr University Health Board Operating Model
- Developing the Quality Management System
- Royal College of Psychiatrists' Invited Review Services Report
- Understanding Population Health Issues in North Wales
- Risk Management
- Strategic Development
- Annual Planning
- Unitary Board Development
- Day in the life of a Cyber Criminal
- Emergency Medical Retrieval and Transfer Service
- Performance and Performance Reporting
- Planned Care Update
- Challenged Services
- Clinical Services Plan
- Special Measures De-escalation
- IMTP

Advisory Groups

Betsi Cadwaladr University Health Board's Standing Orders require the Board to have three Advisory Groups in place. These allow the Board to seek advice from and consult with staff and key stakeholders. They are the:

- Local Partnership Forum
- Stakeholder Reference Group
- Healthcare Professionals' Forum

Information in relation to the role and terms of reference of each Advisory Group can be found in the Health Board's Standing Orders on the Health Board website.

[Standing Orders and Financial Instructions - Betsi Cadwaladr University Health Board](#)

The Local Partnership Forum engages with staff organisations on key issues facing the Health Board. It provides the formal mechanism through which the Health Board works together with Trade Unions and professional bodies to improve health services for the population it serves. It is the stakeholder forum which informs debate and seeks to agree local priorities on workforce and health service issues. The Local Partnership Forum met twice during 2024/25.

The Stakeholder Reference Group is formed from a range of partner organisations from across the Health Board's area and provides advice and feedback to the Board on its strategic direction, service improvement proposals and the impact of the Board's operations on the

communities it serves. The Stakeholder Reference Group met six times during 2024/25, which included one development session and one workshop.

The Healthcare Professionals Forum comprises of representatives from a range of clinical and healthcare professions within the Health Board and across primary care practitioners with the remit to provide advice to the Board on all professional and clinical issues it considers appropriate. It is one of the key forums used to share early service change plans, providing an opportunity to shape the way the Health Board delivers its services. The Forum met four times during 2024/25, which included one workshop.

Joint Committees and Partnership Working Reporting to Board

The Chief Executive Officer represents the Board on meetings of the Joint Committees and provide regular reports on the work of the Joint Committees to the Board at each meeting. The reports enable in-depth discussion of issues raised within the Joint Committees as and when necessary.

All Wales Joint Commissioning Committee

From 1 April 2024, the Emergency Ambulance Services Committee and Welsh Health Specialised Service Committee have been merged with the agreement of all Health Boards to create a new Joint Commissioning Committee. The Joint Commissioning Committee was established in response to the findings of an independent review commissioned by Welsh Government into the national commissioning arrangements undertaken by the Emergency Ambulance Services Committee, the Welsh Health Specialised Services Committee and the National Collaborative Commissioning Unit.

NHS Wales Shared Services Partnership Committee

The NHS Wales Shared Services Partnership Committee was established in 2012 and is hosted by Velindre NHS Trust. It is responsible for the shared services functions for the NHS, such as procurement, recruitment, and legal services. Betsi Cadwaladr University Health Board is represented by the Executive Director of Finance at this committee with regular reports received by the Board following each meeting.

North Wales Regional Leadership Board

The North Wales Regional Leadership Board develops and drives forward agreed shared priorities, shares information, maintains an overview of regional working and 'horizon scans' for emerging issues and / or opportunities for collaboration. It provides regional governance for collaborative advocacy for the interest of the region, acting as 'The Voice of North Wales'. Membership includes:

- The six North Wales Local Authorities, Leaders and Chief Executives
- BCUHB – Chair and Chief Executive
- Natural Resources Wales – Chair and Operations Manager
- North Wales Fire and Rescue – Chair and Chief Fire Officer
- North Wales Police – Chief Constable
- North Wales Police and Crime Commissioner
- Wales Ambulance Services Trust – Chair and Chief Executive
- Wales Local Government Association – Chief Executive

Regional Partnership Board

There is one Regional Partnership Board in North Wales co-terminus with the Health Board. The North Wales Regional Partnership Board's focus over the last year has been:

- Publishing the Regional Area Plan on how partners will work together to deliver health and social care services.
- Leading on the development of the Regional Integration Fund, which comprises 35 schemes across six models of care with a total investment into schemes and services of more than £57 million during the period 2022-2027.

- The North Wales Together project, working with many different people and organisations, to help people with learning disabilities.
- A Children's Regional Partnership Board, established in January 2024 to provide transparency on what programmes are delivering for this priority population group, and avoid any duplication.
- The Regional Innovation Co-ordination Hub which coordinates health and social care research, improvement and innovation to support the work of the RPB.
- Developing a 10-year strategic Capital Plan bringing together health, social care, housing, the third sector, education and regeneration partners to develop integrated service delivery facilities and integrated accommodation-based solution.

Public Service Boards in North Wales

Public Service Boards were established in each local authority area in Wales as part of the Wellbeing of Future Generations (Wales) Act 2015. Powers within the Act have enabled the six North Wales Local Authorities to merge to form three collaborative Public Service Boards:

- Conwy and Denbighshire Public Services Board
- Flintshire and Wrexham Public Services Board
- Gwynedd and Ynys Mon Public Services Board

Public Service Boards work together to improve the well-being of their county or counties. As a group they are tasked with improving the economic, social, environmental and cultural well-being of their areas and setting objectives designed to maximise its contribution to the national wellbeing goals. Each has a Well-being Plan based on a local wellbeing analysis.

The Purpose of the System of Internal Control

The system of internal control operating across the Betsi Cadwaladr University Health Board is designed to manage risk to a reasonable level rather than to eliminate all risk of failure to achieve policies, aims and objectives. It can therefore only provide reasonable and not absolute assurance of effectiveness.

The system of internal control is based on an ongoing process designed to identify and prioritise the risks to the achievement of policies, aims and objectives of the Health Board, to evaluate the likelihood of those risks being realised and to manage them efficiently, effectively, and economically. I can confirm the system of internal control has been in place at the Health Board for the year ended 31 March 2025 and up to the date of approval of the annual report and accounts.

The Board is accountable for maintaining a sound system of internal control which supports the achievement of the organisation's objectives. The system of internal control is based on a framework of regular management information, administrative procedures including the segregation of duties and a system of delegation and accountability. It has been supported in this role by the work of the Audit Committee.

During 2024/25, a number of processes have been put in place to strengthen the governance arrangements around the management, reporting and subsequent closure of audit recommendations. This includes a process around the way in which the Health Board manages the introduction of new reports to the organisation, and another on the processes around the approval of recommendations for closure.

A total of 28 audit reports were received by the Health Board during 2024/25, 24 from Internal Audit and four from Audit Wales, and these recommendations are being progressed, with updates provided at each Audit Committee. In relation to Internal Audit, there are 45 open

limited assurance reports and 18 open unsatisfactory assurance reports. With regards to External Audit, 29 recommendations remain open.

There has also been considerable work undertaken to review and approve historical internal and external audit recommendations for closure, and all historical recommendations are now closed. This resulted in the closure of 407 historical Internal Audit recommendations, and 227 External Audit recommendations.

Our arrangements to manage risk and the key risk areas identified by the Health Board

The Risk Management Framework

The Board approved a Betsi Cadwaladr Risk Management Framework in September 2023 and associated documents (Procedures and Risk Management Training Plan) were approved shortly after this. Minor amendments were made to the Risk Management Framework to refine the escalation process and introduce the role of the Risk Scrutiny Group and amendments were approved by the Board on 25 July 2024.

The Framework seeks to ensure that risk management is integral to the Health Board's culture and an important element of the Health Board's planning, budget setting and performance process.

The Board's Risk Management Framework sets out the Health Board's processes and mechanisms for the identification, assessment, and escalation of risks. It has been developed to create a robust risk management culture across the Health Board by setting out the approach and mechanisms by which the Health Board will:

- Ensure that the principles, processes, and procedures for best practice risk management are consistent across the Health Board and are fit-for-purpose.
- Ensure that risks are identified and managed through a robust organisational Assurance Framework and accompanying Corporate and Service/Function Operational Risk Registers.
- Embed risk management and established local risk reporting procedures to ensure an effective integrated management process across the Health Board's activities.
- Ensure that strategic and operational decisions are informed by an understanding of the organisation's risks and their likely impact.
- Ensure that risks to delivery of the Health Board's strategic objectives are eliminated, transferred, or proactively managed.
- Manage the clinical and non-clinical risks facing the Health Board in a co-ordinated and effective way; and
- Keep the Board and its Committees suitably informed of significant risks facing the Health Board and associated plans to treat the risk.



The Risk Management Framework sets out a multi-layered reporting process, which comprises the Board Assurance Framework and Corporate Risk Register, Service Risk Registers and Project Risk Registers. It has been developed to help build and sustain an organisational culture that encourages appropriate risk taking, effective performance management and organisational learning in order to continuously improve the quality of the services provided and commissioned.

Risk Appetite

The Risk Appetite Statement is an important component of the Health Board's risk management arrangements in that it provides guidance and direction in risk prioritisation and resource allocation.

The Health Board’s **Risk Appetite** represents the overall willingness to accept risk at a strategic level, whereas **Risk Tolerance** refers to the level of risk that is acceptable for a specific activity or decision.

Risk appetite guides the Health Board's overall risk approach, whereas tolerance provides a more detailed and measurable framework for assessing and managing risk in specific contexts. This approach has been the driving force behind the management of strategic and operational risks, and it will be the tool used throughout the Health Board to assign risks to themes and provide a basis for determining risk management.

In updating and approving its Risk Appetite Statement, the Board considered the Health Board's capacity and capability to manage risk. The Board reviewed its risk appetite during 2024 and is subject to annual review and approved by the Board in 25 July 2024.

	Risk Type	Risk Appetite Level	Risk Appetite Description	Risk Appetite Thresholds
RISK APPETITE	Quality	Open	There was willingness to be 'open' and accept the possibility of a short-term impact on quality outcomes with potential for longer-term rewards, supporting innovation. Broad learning from events influence improvement. Efforts to promote openness and transparency are on a risk basis by repercussion	16
	Financial	Open	There was an agreed consensus on an 'open' appetite to be prepared to invest for return but minimise the possibility of financial loss by managing the risks to a tolerable level. Value and benefits considered (not just cheapest price). Resources allocated in order to capitalise on opportunities.	16
	Compliance/Regulatory	Open	Compliance/Regulatory: There was an agreed consensus supporting an 'open' risk appetite to accept the possibility of some regulatory challenge as long as we can be reasonably confident, we would be able to challenge this successfully	16
	Innovation	Seek	There was an agreed consensus to 'seek' and innovation is to be pursued with the desire to 'break the mold' and challenge current working practices. New technologies viewed as a key enabler of operational delivery. High levels of devolved authority – management by trust rather than tight control.	25
	Reputational	Seek	There was an agreed consensus to 'seek' with a willingness to take decisions that may bring scrutiny of BCUHB but where potential benefits outweigh the risks. New ideas seen as potentially enhancing reputation of organisation	25

Management of Risk During 2024/25 – Strategic Risks

Strategic risks are those risks that represent a threat to achieving the Health Board's strategic priorities or its continued existence. Strategic risks are recorded in the Board's Corporate Risk Register (CRR), which provides an organisational-wide summary of significant risks facing the Board. The criteria for a risk to be included in the Corporate Risk register is:

- The risk must represent an issue that has the potential to hinder achievement of one or more of the Health Board's strategic objectives.
- The risk cannot be addressed at directorate level and/or;
- Further control measures are needed to reduce or eliminate the risk

The Director of Corporate Governance presents a full Corporate Risk Register to the Board quarterly, as well as a report to each Board Committee, which includes detailed risk assessments for the risks for which the Committee has been tasked with seeking assurance.

This report is published in the public domain to ensure transparency and openness regarding the strategic risks identified by the Health Board as potential barriers to achieving the Board's strategic priorities. Members of the public and other stakeholders are welcome to comment or ask questions about these risk reports in accordance with the Health Board Standing Orders.

From May 2024 to March 2025, six corporate risks have reduced in score however 11 scores remain the same and seven new risks have been identified, as of the 5 March 2025 there are:

- Twenty-four (24) corporate risks.
- One hundred and forty-two (142) actions developed to mitigate the risks.
- One hundred and fifteen (115) actions are noted as progressing.
- 70 actions closed from April 24 to March 25.

As of the end of March 2025, there were **24** strategic risks described in the Corporate Risk Register, representing the most significant risks to the Health Board in terms of potential impact on the delivery of the Board's strategic priorities. These **24** are categorised into risk levels based on their 'likelihood' and 'impact' if the risk occurs. **16** of the **24** strategic risks managed by the Health Board fall inside the risk domain's appetite, as illustrated below.

Risk Level & Score	Number of Risks	Number of Risks outside Appetite
Extreme (Corporate) (20 – 25)	9	8
High (Corporate and Operational) (12 – 20)	156	
Moderate (Operational) (8 – 12)	376	
Low (Operational) (1 – 8)	162	

The Table below illustrates where the **8** corporate risks outside of appetite sit.

	Risk Theme	Risk Appetite Level	Number of Risks outside Appetite Level
RISK APPETITE	<ul style="list-style-type: none"> • Financial Sustainability • Suitability and Safety of Sites • Primary Care • Urgent and Emergency Care • Planned Care • Timely Diagnostics • Community Care Provision • Ophthalmology Services 	Quality (Tolerance <16)	8
		All scores of 20	

A copy of the latest Corporate Risk Report presented to Board in March 2025 is available [here](#). The risks contained within this have been subject to Executive risk owner scrutiny, challenge, and review. Robust assessments of the Health Board’s internal control system were also undertaken, alongside a review of all sources of assurance related to each risk. Work is ongoing to provide enhanced assurance of risks outside of appetite, this will be done by undertaking deep dives of the risks outside of appetite and developing action plans to enhance control and mitigate the likelihood / impact.

Board Assurance Framework (BAF)

The Board Assurance Framework (BAF) was approved by the Board in January 2025 (p325). Eight principal risks are aligned with the Health Board’s five strategic objectives. All principal risks associated with the BAF are aligned with the relevant corporate risks and vice versa. Each identified risk includes plans to approve improve controls. Actions are tracked and presented to the Board.

Key Board Assurance Framework Risks

The Board Assurance Framework informs and assures the Board with controls and action plans for identified high-extreme risks that relate to any possibilities of not delivering on the strategic priorities of the Health Board.

Embedding Effective Risk Management

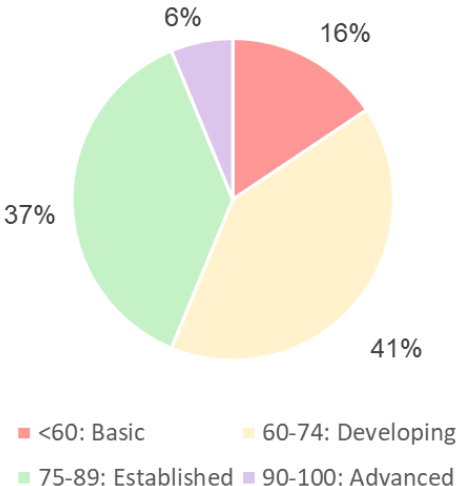
Embedding effective risk management remains a key priority for Betsi Cadwaladr University Health Board as it is integral to enabling the delivery of our objectives, both strategic and operational, and most importantly to the delivery of safe, high-quality services.

In March 2025, Internal Audit undertook a review of Risk Management and Board Assurance arrangements during 2024/25, which focused on how the Risk Management Framework was being implemented and upheld. A ‘reasonable assurance’ rating was given to the Board which was an improvement from the 2023/2024 ‘limited assurance’ rating.

The recommendations from the 2024/25 Internal Audit were to focus on strengthening training arrangements and addressing overdue operational risks. Efforts in the coming year will be intensified to ensure full compliance with training requirements.

In July 2024, the Health Board enhanced its governance of risks by establishing a Risk Scrutiny Group. This Group is tasked with closely monitoring and scrutinising corporate risks, as well as providing assurance on the advancement of operational risk governance arrangements. The corporate risk management team produces a governance report outlining the effective risk management arrangements across Divisions, Directorates, and Integrated Health Communities (IHCs), in alignment with the Risk Framework and Risk Management Procedures. Risk management audits evaluate the completeness and accuracy of risk registers, the timeliness of risk reviews and updates, governance and oversight of risk processes, and compliance with risk management training requirements. Out of the 37 audits conducted between August 2024 and March 2025, covering 42 Directorates and Divisions, 6% of audits were classified as ‘Advanced’ in risk management practices, 37% as ‘Established’, 41% as ‘Developing’ and 16% as ‘Basic’. The goal for the Health Board is to ensure all divisions demonstrate ‘Established’ risk management maturity arrangements. Work is ongoing from the

Risk Maturity August 2024-March 2025



Corporate Risk Team to provide support, training and encourage improvement of those that fall below 'Established'.

Furthermore, the corporate risk team launched risk management dashboards in June 2024 for in-depth analysis of current risk management practices, progress, and key performance indicators (KPIs).

Control Framework

The Corporate Governance Code

The Corporate Governance Code currently relevant to NHS bodies is 'The corporate governance in central government departments: code of good practice' (published 21st April 2017).

The Health Board, like other NHS Wales organisations, is not required to comply with all elements of the Code, however, the main principles of the Code stand as they are relevant to all public sector bodies.

The Corporate Governance code is reflected within key policies and procedures. Further, within our system of internal control, there are a range of mechanisms in place that are designed to monitor our compliance with the Code. These include self-assessment, internal and external Audit, and independent reviews.

The Board complies with the relevant principles of the Code and is conducting its business openly and in line with the Code. There were no departures from the Code as it applies to NHS bodies in Wales.

The Audit Committee received a report on our compliance to the Corporate Governance Code in May 2025.

Breaches to Standing Orders and Standing Financial Instructions

Breaches are reported at every meeting of the Audit Committee and the types of breaches being reported include:

- Adherence to the rules regarding publication of Board and Committee papers
- Adherence to contract and procurement rules

The Audit Committee noted that there had been 11 breaches to the Standing Orders relating to the late publication of papers. There has been work undertaken during 2024/25 to improve business processes and timeliness of papers. Whilst there has been progress in this area, the quality of papers whilst improving has resulted in some delays during the year. This is an improvement area identified for 2025/26.

The Audit Committee has noted that there have been three reported breaches against the Standing Financial Instructions during 2024/25. As a result of these breaches an internal audit has been commissioned and additional controls put in place as part of the strengthening of the governance arrangements. The Audit Committee will monitor progress against the plans to ensure compliance with the Standing Financial Instructions.

Quality Governance and Duty of Candour

In Wales, the Health and Social Care (Quality and Engagement) (Wales) Act 2020 provides a consistent definition of quality across Welsh Ministers and NHS Wales bodies, which is; *'continuously, reliably, and sustainably meeting the needs of the population that we serve'*.

The Health and Social Care (Quality and Engagement) (Wales) Act 2020 sets out a duty of quality. The purpose of the **Duty of Quality** is to ensure that Welsh Ministers and NHS bodies

secure improvements in the quality of services they provide. The duty represents the ambition of achieving ever-higher standards of person-centred health services in Wales.

The **Duty of Candour** is a legal requirement for NHS Organisations in Wales to be open and honest with service users receiving care and treatment. This is outlined in the Health and Social Care (Quality and Engagement) (Wales) Act 2020. The Duty of Candour applies if the care we provide has or may have contributed to unexpected or unintended moderate or severe harm, or death.

In further becoming a quality-led organisation committed to implementing the requirements of the Duty of Candour and Duty of Quality, the Health Board has:

- Published its Annual Quality Report
- Actively sought and received support from the NHS Executive (Improvement Cymru) and the Welsh Risk Pool.
- Implemented an Integrated Concerns Policy, learning repository and Quality Dashboard

The Health Board continues to demonstrate the progress made against implementing the requirements of the Duty of Candour and Duty of Quality including the embedding of the Care and Quality Standards through the organisation from Board to service area delivery. This includes evidence of how the Board considers the Duty of Quality to inform its decision making and evaluating its compliance with the Duty.

Progress is underway on the implementation of an effective Quality Management System (QMS), benefitting from the help and advice of the Institute of Healthcare Improvement. The QMS is in the process of being tested with some early implementor services, before further roll out across the organisation. Further progress is required and is included within the organisation's [Three-Year Plan 2024-27](#).

The [Audit Wales Structured Assessment 2024- Betsi Cadwaladr University Health Board Report](#) published in December 2024, recognised the Health Board's progress to improve its corporate approach to overseeing the quality and safety of services. The findings include the Health Board's development of new systems which have the potential to improve quality arrangements, and that there is evidence of it making positive progress in responding to complaints in a timely way.

This includes the Quality, Safety, and Experience Committee providing good oversight of the arrangements for ensuring the quality and safety of services, to the Health Board incorporating its quality ambitions within its Annual Plan 2024-25, with a key commitment within the Annual Plan 2024-25 to the design and development of a Quality Management System (QMS). The Health Board welcomes the Auditor General's plans to review the Health Board's quality governance arrangements in more detail in 2025.

External Sources of Insight to improve the quality of services

During 2024, there have been a number of external sources of insight that support the progress being made across the Health Board. Of particular note; the follow up Audit Wales review of Board Effectiveness, Health Inspectorate Wales de-escalation of Vascular and Ysbyty Glan Clwyd Emergency Department and Audit Wales annual Structured Assessment.

These reports support the progress the Health Board has made in areas of Governance and Quality of Care. Whilst there is demonstrable progress in a number of areas, progress against

Performance and Outcomes and Fragile Services domains has not been at the pace required and is the absolute focus of the organisation going forward.

During 2025, the Health Board will work to improve its committee oversight to monitor progress made against recommendations made by non-audit bodies. Audit Wales has recommended that the Health Board should introduce effective committee oversight for monitoring progress made against recommendations of regulators, including, but not limited to, Healthcare Inspectorate Wales, the Coroner, the Welsh Language Commissioner, the Health and Safety Executive, and the Public Services Ombudsman for Wales.

Healthcare Inspectorate Wales

Healthcare Inspectorate Wales (HIW) is the independent inspectorate and regulator of healthcare in Wales who inspect NHS services and regulate independent healthcare providers against a range of standards, policies, guidance and regulations to highlight areas requiring improvement. HIW also monitors the use of the Mental Health Act and reviews the mental health services to ensure that vulnerable people receive good quality of care in mental health services.

[In August 2024, HIW announced it had de-escalated the emergency department at Ysbyty Glan Clwyd](#) from a service requiring significant improvement, following an unannounced inspection at the department earlier in the year. Inspectors acknowledged improvements had been made since previous inspections, but highlighted further changes were still needed, and people were waiting too long to be treated.

Progress has also been made during 2024/25 to improve our vascular surgery service, resulting in de-escalation from being 'a service requiring significant improvement' by Healthcare Inspectorate Wales in June 2023. Ongoing work is now underway to embed the progress made.

Within the first nine months of special measures the Health Board has commenced action plans to address the configuration and performance of a number of these challenged areas. For the reasons outlined above this work is often complex and in many areas will take longer to complete and then embed. The Health Board wishes to maintain a focus on this by completing the action plans in respective services.

Addressing the challenges that these services are experiencing will lead to more consistent, reliable services, able to better meet the needs of the population of North Wales. More detail on how the Health Board will do this is included in Objective 4 of the [Three-Year Plan 2024-27](#), which is how we will improve quality, outcomes and experience.

The Health Board continues to work closely with colleagues across the health and social care system, the Welsh Government, the national Six Goals programme and the NHS Wales Executive to improve operational delivery of urgent and emergency care services and the safety and experience of patients. However, performance for urgent and emergency care remains a significant challenge.

There are systems and controls in place to ensure HIW inspections and requests for assurance are properly managed. The Health Board continues to utilise the Audit Management and Tracking (AMaT) system to track and monitor requests for assurance and inspections, including evidence against action plans and this has seen a significant improvement in assurance. The Health Board often shares action plan reports from the system directly with HIW to promote transparency.

HIW activity is reported to the Quality, Safety and Experience Committee. The Health Board also continued to mature the Regulatory Assurance Group which provides greater oversight of regulatory issues and improves the learning from inspections across the organisation.

The Health Board has continued its positive working relationship with HIW through monthly engagement meetings with a designated relationship lead and through regular ongoing dialogue.

In order to strengthen the Health Board's internal inspection processes, a Quality Peer Review process was introduced in 2024, which will mature into 2025. The review follows a similar approach to Healthcare Inspectorate Wales' methodology and incorporates the new Health and Care Quality standards which in turn assists with improving the quality of services. The process is intelligence-led and encourages a quality driven approach, using qualitative and quantitative data and information from the Health Boards Quality Dashboard.

During the year, Healthcare Inspectorate Wales undertook 11 inspections of services managed by the Health Board. The table below provides link to each report and agreed action plan.

Location	Inspection Date	Recommendations	Related Actions
Emergency Department, Glan Clwyd Hospital	29 th April 2024	27	70
Ionising Radiation (Medical Exposure) Regulations IR(ME)R, Ysbyty Gwynedd	25 th June 2024	18	21
Hydref and Gwanwyn Wards, Heddfan Psychiatric Unit	21 st October 2024	31	76
Valley Dental, Anglesey	28 th October 2024	9	9
My Dentist, Queensferry	1 st November 2024	0	0
Emergency Department, Wrexham Maelor Hospital	9 th December 2024	15	60
Amlwch Dental Practice	11 th December 2024	8	8
Eirlys Dental Practice	8 th January 2025	10	10
Kestrel Ward, North Wales Adolescent Service	13 th January 2025	28	75
Carreg Fawr, Bryn Y Neudd	29 th January 2025	13	35
Radiotherapy Department, North Wales Cancer Treatment Centre	28 th January 2025	23	41
Deeside Medical Centre, General Practice	6 th February 2025	22	22
Maternity Services, Ysbyty Gwynedd	18 th February 2025	20	65

Health and Safety Executive

Health and Safety Executive Prosecution, Hergest Unit

In May 2022, following the 'notification of contravention' letter related to breaches of the Health and Safety at Work Act, the Health and Safety Executive prosecuted the Health Board for a breach of Section 3.1 of the Health and Safety at Work Act 1974.

The Case was heard at Llandudno Magistrates Court on 18th December 2023. The Health Board entered a guilty plea and was found to have committed a criminal offence under the Health and Safety at Work Act 1974. The District Judge sentenced the Health Board to pay a fine of £200,000, as well as prosecution costs of £13,174 and a surcharge of £190.

The Judge identified in mitigation the early guilty plea, the public body status of the Health Board and its financial pressures, the openness in which we engaged with Health and Safety Executive, and the significant improvement work undertaken since the incident, alongside a clear commitment for continued improvement. Nevertheless, the Judge also indicated the fine should be sufficient to serve as both punishment for the offence and an indication to the Health Board of the need to ensure compliance with health and safety legislation.

Prior to the prosecution, the Mental Health and Learning Disability team proactively implemented an extensive action plan. This plan was comprehensive and built upon further improvements to prevent any recurrence of the tragic incident which led to the prosecution.

Health and Safety Executive, Notification of Contravention, Patient Falls

The Health and Safety Executive has actively investigated three patient falls in which patients have subsequently passed away. They are one case in Wrexham Maelor Hospital and two cases in Ysbyty Gwynedd. This follows a Notification of Contravention letter and the issue of an Improvement Notice to the Health Board on 16th June 2021.

The failings identified related to:

- Incomplete patient falls risk assessments.
- Lack of monitoring.
- Failure to complete patient post falls review.
- Insufficient patient falls training for persons assessing and managing patient falls.
- Failure to review the falls management plan.

A letter from the Health and Safety Executive was received on 5th May 2022. Following these more recent patient falls reported under RIDDOR, the Health Board was required to provide 'a statement of explanation for these falls' for consideration of further enforcement action. Further action followed on 15th March 2023; an additional letter was received confirming the Health and Safety Executive 's intention to take further enforcement on this matter. On 26th July 2023, a further Notice of Contravention letter in respect of the same issues identified in 2021 requiring actions from the Health Board, which replicated the earlier improvement letter and also asked for information on the criteria used to conduct a falls investigation, including root cause analysis.

The Health and Safety Executive 's required actions in the contravention notice were promptly and fully implemented with an action plan to address all the issues raised. This swift response demonstrates our unwavering commitment to compliance and safety. New measures include:

- A post falls protocol
- A dashboard for the falls risk assessment
- Falls training reviewed together with agency staff
- Falls reviews at Ward Rounds and Safety Briefs/Huddles
- A Multi-Disciplinary Team process to review Falls. This team, comprising representatives from various disciplines, plays a crucial role in our falls review process,

bringing diverse perspectives and expertise to the table and ensuring a comprehensive and holistic approach to patient safety

- A learning panel following every fall, including a root cause analysis

The local quality teams identify daily all patient falls in the previous 24 hours (72 hours following a weekend) to ensure that those patients with moderate harm have had or will have a Make it Safe Rapid Review within 72 hours. During 2023/24 an Internal Audit review reported limited assurance on Falls Management with a number of recommendations that are being progressed. This is a key risk for the Health Board as reported in the Corporate Risk Register, progress in this area is monitored by the Quality, Safety and Experience Committee. All patients who have fallen require a focused review that identifies contributory factors, a multifactorial falls risk assessment, and an after-action review of post-fall management. A clinical executive-led Rapid Learning Panel is convened for the most serious harms to ensure any immediate learning is shared across the Health Board. This panel plays a crucial role in our falls management process, facilitating the identification of root causes and the implementation of preventive measures, thereby contributing to our ongoing efforts to improve patient safety.

Health and Safety Executive Notice of Contravention Hand-Arm Vibration (East)

Following health surveillance for staff at risk from vibration, our occupational health physician diagnosed RIDDOR reportable hand-arm vibration syndrome. Subsequently, the Health and Safety Executive issued a Notice of Contravention on June 15th, 2023, regarding a risk assessment requirement for those using vibrating tools in the Estates team. The Risk Assessments to identify those at risk were completed in September 2023, and the Health and Safety Executive indicated that they were satisfied and that there would be no further action, although the Health Board was charged an intervention fee.

- The Estates team engaged an external Noise and Vibration specialist consultant to establish the vibration levels of equipment in use
- The Estates Team have implemented a programme to replace petrol strimmers with a low vibration battery model to reduce the risk of hand-arm vibration
- Risk assessments have been completed, and exposures are recorded daily to ensure that there is no exposure over the daily Exposure Limit Value (ELV)
- The team are supported by the Occupational Health team under the Health Surveillance programme

Counter Fraud, Anti-Bribery and Corruption Arrangements

The Health Board has arrangements in place to ensure compliance with the NHS requirements of the Government Functional Standard 013 Counter Fraud.

Allegations of fraud within the Health Board are investigated by the Local Counter Fraud Specialists.

To ensure impartiality and transparency, allegations of bribery and corruption, or allegations of fraud involving very senior managers within the organisation are not investigated by the Local Counter Fraud Services team, and are forwarded to Counter Fraud Service Wales for investigation.

At an operational level, the Executive Director of Finance has delegated responsibility for the operational management of the Local Counter Fraud Services. The day-to-day management of the Local Counter Fraud Service is undertaken by the Head of Local Counter Fraud Services. The Director of Corporate Governance has a role as the Counter Fraud Champion.

The Audit Committee has monitored the progress of the Annual Counter Fraud Workplan 2023/24 via progress reports from the Head of Local Counter Fraud (and Finance Director: Operational Finance in their absence). The delivery of some items on the workplan has been unsuccessful due to the absence of a Head of Local Counter Fraud for a number of months. However, the Annual Counter Fraud Workplan 2025/26 has been agreed by the Executive Committee and Audit Committee, and includes items which were not achieved in the previous financial year.

Updates are provided to the Executive Director of Finance, via the Head of Local Counter Fraud or Finance Director: Operational Finance, on a regular basis to monitor the delivery of the plan and discuss ongoing and closed investigations as required.

Fraud risk assessments are undertaken annually to assess and identify the Health Board's exposure to fraud risks.

The outcome of the assessment against the corporate risk policy is used to maintain a fraud risk register which strengthens the Health Board's ability to evaluate, mitigate and monitor risks arising from fraud and arrangements are in place to escalate appropriately.

The following arrangements are in place:

- Proactive and reactive measures are taken by the Local Counter Fraud Specialist to deter and identify fraud, as well as encouraging staff to report fraud; conflicts of interests are declared at all Board, Committee and sub-committee meetings.
- A mandatory training programme for Fraud Awareness through e-Learning, which has been well subscribed; and for which from October 2023 compliance has been mandated to be renewed every 3 years.
- The Health Board's processes are aligned to maintain compliance with the current conflicts of interests' policy guidance; which have been reviewed during 2023/24 and a new system has been established by the Health Board to strengthen oversight.
- Operational arrangements are in place to enable timely notification of concerns pertaining to fraud to the Local Counter Fraud Specialist or the Executive Director of Finance, via the Finance Director: Operational Finance. Such concerns are also reported to the Audit Committee for oversight and assurance.
- Internal Audit and the Local Counter Fraud Specialist have liaised in order to discuss high risk areas, as required. In the event that management identify risks relating to fraud these are incorporated onto the risk register, with associated mitigations.
- The Head of the Local Counter Fraud Service meets privately with the Chair of Audit Committee when necessary to allow any relevant matters to be discussed confidentially.

The Audit Committee receives quarterly progress reports and an annual report on the delivery of the Local Counter Fraud Specialist work plan and outcome of investigative reports where appropriate. In addition, the Audit Committee reviews anti-fraud, bribery and corruption Health Board policies and procedures.

The Health Board completes an annual self-assessment of its counter fraud arrangements, in accordance with the UK Cabinet Office Counter Fraud Functional Standard Return (CFFSR), against a number of NHS Requirements of the Government Functional Standard GovS013: Counter Fraud, which are submitted to the counter fraud regulator, the NHS Counter Fraud Authority.

Planning Arrangements

The Health Board is required to develop an Integrated Medium-Term Plan, financially balanced, under the requirements of the NHS Finance (Wales) Act 2014. The duty requires each Health Board to produce a three-year IMTP that:

- Improves the health of the population
- Improves the provision of health care
- Is financially balanced over a three-year period
- Is approvable by Welsh Ministers

The development of a three-year Integrated Medium-Term Plan aligns with national and Health Board strategies and is a key element within the Special Measures escalation framework.

Where an NHS organisation is unable to deliver a plan that meets the requirements for an approval Integrated Medium Term Plan, an Annual Plan must be developed and agreed to ensure that there is a clear set of delivery objectives supported by finance, workforce and operational plans including both planned and unscheduled care.

In March 2024, the Health Board approved an Annual Plan (for 2024-25) to be submitted to Welsh Government. This was framed within a three-year context with a commitment to delivering an approval three-year Integrated Medium-Term Plan for 2025-2028.

During 2024/25, the Health Board focused on building the foundations to implement a more 'standardised' approach, making the changes needed to place the Health Board and services delivered onto a more 'sustainable' footing for the future.

Key actions within the plan were collated under five strategic objectives:

1. Building an effective organisation
2. Developing strategy and long-lasting change
3. Creating compassionate culture, leadership and engagement
4. Improving quality, outcomes and experience
5. Establishing an effective environment for learning.

The strategic objectives, which continue to be embedded across the organisation, align to the Special Measures de-escalation criteria and as such, the Health Board is increasing the alignment of planning and the response to special measures to allow focus on the areas that are most likely to lead to greatest improvement.

In addition, an Annual Delivery Plan (ADP) was produced for 2024/25 to ensure that progress of the plan was effectively monitored and reported to the Health Board on a quarterly basis. A total of 314 actions were included in the ADP of which circa 80% were completed by the end of quarter 4.

Escalation and Intervention Level 5 (Special Measures)

On 27 February 2023, the Health Board was escalated to Special Measures prior to this escalation the Health Board had been in Targeted Intervention for: Mental Health (adult and children), strategy, planning and performance, leadership (including governance, transformation and culture), engagement (patients, public, staff and partners), Ysbyty Glan Clwyd ED, Vascular Services, and Ysbyty Glan Clwyd Hospital overall. The escalation highlighted that there was sufficient evidence to indicate that significant and timely improvement was not happening under Targeted Intervention and further escalation was considered necessary and appropriate in these circumstances. A major consideration was concern about the unitary board's effectiveness to develop and implement change and improvement.

Across each of the six domains of the escalation and intervention framework the Health Board is tracking progress against the criteria to de-escalate from level 5 to level 4. Whilst doing so, in order to consider more medium to long term requirements, a forward look against criteria from level 4 to level 3 is also undertaken.

There is a recognition from external sources, including Welsh Government, that the organisation has made good strides over the course of the last two years and has now stabilised. The Health Board has started to put in place the building blocks to become an effective and sustainable organisation for the long term.

The financial context within which the organisation operates is acknowledged as being challenging, however the good progress made in relation to financial controls and management is clear. The positive developments in key corporate governance arrangements are highlighted along with advancements in the last 12 months around Quality Management processes, which has already yielded significant improvements in turnaround times for responding to concerns and begun addressing serious legacy issues.

The focus from Board members and the impact this has made on the organisation is articulated along with specific work led by Board members to actively engage with patients, carers and citizens as part of revised approach that creates a two-way dialogue between the Health Board and the local population.

With regards to ongoing challenges and areas of focus, further urgent improvements are required around performance and outcomes and addressing areas of fragility within clinical services. There is also a need to develop a longer-term strategy and supporting clinical services plan to achieve a sustainable organisation for the long term. In summary, foundational work has been put in place over the last two years which now needs to translate into improved outcomes and experience for patients. The Betsi Cadwaladr University Health Board Intervention Order was revoked on November 2024.

Progress over the last year

Building an Effective Organisation

A significant amount of work has been undertaken to put in place some of the fundamental requirements of an effective organisation. There have been improvements to the governance structures of the organisation and external assessments from Audit Wales have acknowledged the developments made. This has been supported by a Board with strong relationships between Executive and Independent Members, enabling more effective and transparent relationships responsive to constructive challenge.

There is now a more coherent approach to identifying, managing and mitigating key strategic risks, supported by a robust Risk Management framework, alongside integrated frameworks for both Planning and Performance.

This progress is all supported by a re-shaped Corporate Governance directorate which has also seen the risk management function and legal services transfer across into its remit to provide a more cohesive and comprehensive service to the Board and the organisation.

Developing strategy and long-lasting change

There has been demonstrable improvement and evidence of strengthened financial governance. A revised scheme of reservation and delegation and endorsement of Standing Financial Instructions were initial foundational steps along with addressing the issues which led to an unqualified opinion on the annual accounts and represented a significant step forward for the organisation.

Enhanced controls are in place to capture any breaches in procurement requirements, all as part of a wider package of work to implement the recommendations from the Independent Review of Contract Procurement Management. This also saw training rolled out to more than 500 staff members. These improvements in financial governance were also supplemented by identification and delivery of over £48m worth of savings, exceeding the initial target.

The Health Board has also begun to mature its approach to planning, evolving from a one-year plan in 2023/24 to a three-Year approach for the first time from 2024-27, along with an agreed approach to the development of the 10-Year strategy and Clinical Services Plan. An Integrated Planning Framework was approved and implemented, informed by the Independent Review of Planning and enhanced assurance processes have also seen higher rates of achievement within the annual delivery plan.

The organisation has made significant progress towards achieving financial balance and meeting the financial duty, recognising the support from Welsh Government, along with much more robust internal financial controls.

Creating compassionate culture, leadership and engagement

Creating a compassionate culture is vital to the future success and the Board is committed to leading by example with nine commitments of strategic intent and has also endorsed a Values and Behaviours Framework and an Integrated Leadership Development Framework.

The work on values and behaviours has been co-produced with a wide range of staff across the organisation which has since been supplemented by a 100 strong cohort of culture change leaders to drive forward a new cultural approach. The Leadership Framework provides an offering for staff at all levels of the organisation, creating a clear pathway for our people to develop within North Wales, and ensuring long-term succession planning.

The Foundations for the Future programme is well underway, having completed the discovery phase, and is now focusing on design through to delivery. This programme is the cornerstone of the future improvements for the organisation and importantly addresses the limitations of previous changes to the operating model in 2022 which focused solely on structures. This programme now incorporates structures, people, processes and culture to provide a more holistic approach and importantly ensuring a strong connection back to strategy.

Improving quality, outcomes and experience

The Health Board has started to reduce the most extreme waits of five to six years within planned care services with the focus now on the larger number of patients who are facing extended waits greater than two and three years. This is an area of significant focus on a weekly basis by the executive team in order to address productivity issues, whilst also securing additional resource through insourcing and outsourcing. This includes additional capacity to address issues with patient waiting times for cancer services and ensuring patients have more timely access to care.

Adult Mental Health services have continued to perform above the national standard, consistently providing assessment, intervention and treatment plan within 28 days for more than 80% of patients. CAMHS services have also been providing initial assessment within 28 days over 75% of the time, with the focus now extending to deliver these standards for therapeutic assessments as well.

Progress has been made to address issues with a number of the organisation's challenged services, and the Health Board no longer has any services classified as requiring significant improvement by Health Inspectorate Wales (HIW). There does, however, remain a lot of work to do in this area to fully address the range of issues across each of the services. In addition to addressing challenges within the acute sector, future priorities will focus on realising the full potential of primary and community services and building capacity in this area.

Establishing an effective environment for learning

An Organisational Learning Forum has been implemented to oversee the approach to embedding continual learning. A learning repository has been developed, ensuring that when something goes wrong in one area of the organisation that the subsequent learning can be shared widely. This equally applies to when things have gone well and cultivating an environment where the sharing of this success is routinely undertaken. This is also supplemented by the evolution away from traditional information services to one that focuses on intelligence and insight and ensuring we are data led in our learning and that we use a solid evidence base to our decision-making processes.

Key focuses within this approach have been in relation to quality of care and learning from incidents, all aligned to our new approach to Quality Management. Infection prevention learning reviews routinely take place, with the development of improvements plans to address issues and post infection reviews take place for all Healthcare Associated Infections. These have subsequently led to the introduction of campaigns such as HABITs (Hand Hygiene, Aseptic non-touch technique, Bare below elbows, Isolation, Treatment and Standard Precautions) which is being extended to involve patients and the public.

Disclosure Statements

Equality, Diversity and Human Rights

A substantial review of the Health Boards equality objectives and Strategic Equality Plan has been undertaken this year, with our Strategic Equality Objectives for 2024-28. These were published on the 27th March 2024.

The equality and human rights policy framework is in place, supported by a programme of training to raise awareness and build capacity in regards to the Public Sector Equality Duty and to support staff in delivering their responsibilities. The committee structure has been reviewed and accountability and communication strengthened.

Our commitment to equality is reflected in a number of other ways:

- The Board has an annual equality development session to ensure all Board members are aware of their duty to have 'due regard' to the Public Sector Equality Duty.
- The Board has set out its commitment to promote equality and human rights across the Health Board.
- The Annual Plan demonstrates how the Health Board meets the duties associated with equality and human rights, as well as the arrangements for equality impact assessments.
- Opportunities have been identified to build delivery of the Strategic Equality Plan into planning and service delivery mechanisms and the system for improvement.
- The Workforce Strategy and policy development is informed by workforce equality information and equality impact assessments.
- Equality and Human Rights Training is mandatory for all staff.
- A programme of equality impact assessment training is facilitated alongside coaching support and guidance. Scrutiny of equality impact assessments was strengthened this year.
- Risks associated with compliance have been identified and included in the Corporate Risk Register.
- The Equality and Human Rights Strategic Forum monitors compliance against the Strategic Equality Plan.
- Progress is presented to the external Equality Stakeholder Reference Group. This group includes representation from members of the public with an interest in equality issues, including Llais.
- The Equality and Human Rights Annual Report is submitted to the Board via the People and Culture Committee governance route; published and accessible to the public.

Further information is provided in the Remuneration Report.

The NHS Pension Scheme and Payroll Arrangements

As an employer with staff entitled to membership of the NHS Pension Scheme, the Health Board has control measures in place to ensure we comply with all employer obligations of the Scheme regulations. This includes ensuring that deductions from salary, employer's contributions and payments into the Scheme are in accordance with the Scheme rules, and that member pension scheme records are accurately updated in accordance with the timescales detailed in the Regulations.

These systems and processes are subject to regular audit and review by Audit Wales as part of the annual audit of the financial statements, and internal audit of the payroll systems.

As a significant employer, the Health Board also has controls that ensure it deals with deduction of employee taxes and payment of employer taxes correctly. In addition, we have controls in place to ensure we manage significant other taxes correctly (e.g., VAT). HMRC have assessed the Health Board with a business risk rating of low based on their assessment and our track record. This was reported to the Audit Committee.

Carbon Reduction Delivery Plans

The Health Board has developed a Decarbonisation Action Plan for short and medium term actions, which will deliver a major boost in our objective of achieving Net Zero Carbon Emissions by 2030. The Action Plan was approved by the Health Board in September 2022 and includes delivering a series of energy efficiency improvements and renewable electricity generation across the estate. These programmes combine both energy efficiency measures such as insulation, high efficiency lighting and Building Management Systems as well as the generation of electrical energy through schemes such as photovoltaic panels (solar electricity). In addition, the Health Board is looking to embed sustainable services considering the carbon impact of changes, the development of climate-resilient facilities but also the efficient and effective use of estate and the strategic reduction in the space held. The Health Board receives support throughout the process from Local Government Partnership and the Welsh Government Energy Service.

Acknowledging the work to do, the Health Board recruited a Director of Environment and Estates early 2025 with sustainability included within that portfolio and will be implementing further actions during 2025/2026.

As part of the Decarbonisation Action Plan, a risk register has been developed to identify risks associated with delivering the programme.

In January 2024, the Health Board initiated a procurement process through the Re-fit framework to support developing a number of Energy Conservation Measures to align with the Decarbonisation Action Plan. The initial High Level Assessment of viable proposals was published in March 2025 to progress and included works to the value of c. £7.1m to save a total of over the lifetime of the measures of over 14,650 tonnes of CO₂. These proposals are now being developed further for implementation subject to grant funding.

Separately and funded through the Welsh Government, the Health Board are currently developing a proposal for a solar farm on one acute site. The facility has the potential to deliver 15.6% of the peak energy demand of the site with an anticipated completion early 2027.

The Health Board is unable to confirm compliance with the following statement: "The organisation has undertaken risk assessment and Carbon Reduction Delivery Plans are in place in accordance with emergency preparedness and civil contingency requirements as based on UKCIP 2009 weather projections to ensure that the organisation's obligation under the Climate Change Act and the Adaptation Reporting requirements are complied with.

As work on a climate adaptation toolkit continues through the Public Services Board the Health Board will undertake climate risk assessments using weather projection scenarios. The Health Board will then revisit these reporting requirements when appropriate and when able to comply.

Data Quality Assurance

The Health Board is seeking to continually improve its data quality arrangements to enhance the quality and accuracy of key information.

The lack of a single electronic patient record and reliance on fragmented systems poses the challenge of poor data quality and duplicate records of patients (within and across systems). Since moving to a single instance of the Welsh Patient Administration System (WPAS) in June 2023, we have been working to standardise practices and improve data collection and quality across the health board. A number of standard operating procedures have been developed following the review of processes however, variation in practice and service models between sites and specialties make this challenging. Data Quality operational groups have been established across our West, Central and East regions. These provide the opportunity to discuss issues of concern, priorities actions, identify best practice and monitor progress of improvement initiatives. Targeted training is provided where there are recurrent data quality errors or points of concern and principles of data quality and best practice are built into (WPAS) system training.

The Health Board completed a proof-of-concept using Robotic Process Automation that will help us to automate the correction of some of the backlog of simple data quality errors. This is a useful tool for addressing large volume, low risk errors but cannot replace good practice and appropriate use of WPAS.

The reported position referred to below relates to the national target of clinical coding completeness within one month of discharge. The clinical coding department due to numerous constraints has been unable to deliver that target for some time and has been working to clear a backlog of clinical coding to a locally agreed target of 75%. Our approach in addressing the backlog is to code the oldest records first and so coding completion of recent activity appears to be low. We are on course to achieve 75% completeness for 2024/25's activity by the end of quarter 1 and in quarter 2 having removed the backlog will work towards delivery the 95% target with a month later in 2025/26.

Ministerial Directions and Welsh Health Circulars

The Welsh Government has issued a number of Non-Statutory Instruments during 2023/24. Details of these and a record of any Ministerial Direction given is available on the following link: <https://www.gov.wales/publications>.

Welsh Health Circulars (WHCs) are published by the Welsh Government to provide a streamlined, transparent and traceable method of communication between NHS Wales and NHS organisations. These Circulars relate to different areas such as policy, performance and delivery, planning, legislation, workforce, finance, quality and safety, governance, information technology, science, research, public health and letters to health professionals. Details of WHCs is available on the following link: <https://www.gov.wales/health-circulars>

Following receipt, these are assigned to a lead director who is responsible for the implementation of required actions. The board has designated oversight of this process to board level committees, with end-of-year reports to be provided to the Audit Committee.

Emergency Preparedness Resilience Response (EPRR)

NHS organisations must ensure that they have in place emergency response plans and business continuity arrangements that take full account of their statutory duties under the Civil Contingencies Act 2004 and NHS Wales Emergency Planning Core Guidance 2015.

Health Boards and Trusts, Digital Health and Care Wales and NHS Wales Shared Services Partnership are required to submit an EPRR Annual Report setting out broadly their level of compliance in meeting the requirements of the above legislation and guidance.

The EPRR activities of the past twelve months have focused upon maintaining the EPRR function whilst the Health Board’s permanent Resilience Team has been established, including the adaptation and maintenance of existing plans and arrangements to ensure the Health Board and associated health care organisations can plan and respond to local emergencies (major incidents) appropriately. This capability has been tested on several occasions over the reporting period (as referenced in the incidents section of this report), protecting both patients in North Wales health economy and ensuring that critical Health Board services can continue with as little disruption as possible. It is important to acknowledge that the Health Board’s EPRR activity is continually adaptive and improving based on dynamic learning and action. The hard work and flexibility of NHS staff responding to incidents is widely recognised. The Health Board’s EPRR Annual Report details the team’s 2024/25 and 2025/26 workstreams and priorities; its close working with multi-agency partners; participation in training and exercises; and the Health Board’s response to ‘live’ incidents and events. Within this annual report where gaps in resilience have been identified, the key actions and milestones have been incorporated in to the annual work plan.

Review of Effectiveness

As Accountable Officer, I have responsibility for reviewing the effectiveness of the system of internal control. My review of the system of internal control is informed by the work of the internal auditors, and the executive officers within the organisation who have responsibility for the development and maintenance of the internal control framework, and comments made by external auditors in their audit letter and other reports.

Internal Audit


Internal Audit provides me as Accountable Officer and the Board through the Audit Committee with a flow of assurance on the system of internal control. I have commissioned a programme of audit work which has been delivered in accordance with public sector internal audit standards by the NHS Wales Shared Services Partnership. The scope of this work is agreed with the Audit Committee and is focussed on significant risk areas and local improvement priorities.

The overall opinion by the Head of Internal Audit on governance, risk management and control is a function of this risk-based audit programme and contributes to the picture of assurance available to the Board in reviewing effectiveness and supporting our drive for continuous improvement.

The Head of Internal Audit has concluded:

The purpose of the annual Head of Internal Audit opinion is to contribute to the assurances available to the Chief Executive as Accountable Officer and the Board which underpin the Board’s own assessment of the effectiveness of the system of internal control. The approved Internal Audit plan is focused on risk and therefore the Board will need to integrate these results with other sources of assurance when making a rounded assessment of control for the purposes of the Annual Governance Statement.

The overall opinion for 2024/25 is:

<p>Limited assurance</p>		<p>The Board can take limited assurance that arrangements to secure governance, risk management and internal control, within those areas under review, are suitably designed and applied effectively. More significant matters require management attention. Moderate impact on residual risk exposure until resolved.</p>
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In relation to Delivery of the Audit Plan, the plan has been delivered substantially in accordance with the agreed schedule and changes required during the year, as approved by the Audit Committee (the 'Committee'). In addition, regular audit progress reports have been submitted to the Committee. Although changes have been made to the plan during the year, we can confirm that we have undertaken sufficient audit work during the year to be able to give an overall opinion in line with the requirements of the Public Sector Internal Audit Standards. The Internal Audit Plan for 2024/25 year, was presented to the Committee in March and November 2024 (two six-month plans). Changes to the plan have been made during the year and these changes have been reported to the Audit Committee as part of our regular progress reporting.

There are, as in previous years, audits undertaken at NHS Wales Shared Services Partnership (NWSSP), Digital Health & Care Wales (DHCW) and the new NHS Wales Joint Commissioning Committee (JCC) that support the overall opinion for NHS Wales health bodies.

While summarising Audit Assignments, in some cases, audit work from previous years may also be included and where this is the case, details are given. This report also references assurances received through the internal audit of control systems operated by other NHS Wales organisations.

The audit coverage in the plan agreed with management has been deliberately focused on key strategic and operational risk areas; the outcome of these audit reviews may therefore highlight control weaknesses that impact on the overall assurance opinion.

Overall, Internal Audit can provide the following assurances to the Board that arrangements to secure governance, risk management and internal control are suitably designed and applied effectively in the substantial and reasonable areas in the table below.

Where Limited or Unsatisfactory Assurance has been given, management are aware of the specific issues identified and have agreed action plans to improve control in these areas.

Table 1 - Summary of Audits 2024/25

Substantial Assurance	-
Reasonable Assurance	<ul style="list-style-type: none"> Special Measures Transformation & Improvement Charitable Funds (Deferred from 2023/24) Value Based Healthcare Discretionary Capital Funding Allocation (previously Capital Business Cases) Intelligence led organisation Network and Disaster Recovery Recruitment of substantive and interim executive and senior posts (Deferred from 2023/24) Establishment Control and Recruitment Board Assurance Framework & Risk Management Standing Financial Instructions – Procurement Corporate Legislative Compliance: Health and Social Care (Quality and Engagement) (Wales) Act 2020 - Duty of Quality (Draft) Budgetary Control & Financial reporting (Draft) Grievance Management (Draft) Waste Management (Draft)
Limited Assurance	<ul style="list-style-type: none"> Corporate Legislative Compliance: Fire Safety Clinical Audit

	Waiting List Initiative – IHC Centre Performance Management Framework & Reporting (Draft) Partnerships, Engagement and Communications Effective Governance: Cancer Services (Draft) Effective Governance: Integrated Health Community – East (Draft)
Unsatisfactory	Consultant Job Planning Integrated Assurance and Approval Plans (IAAP): Orthopaedic Surgical Hub Llandudno Hospital (Draft)
Advisory/Non-Opinion	Follow-Up of Internal Audit recommendations Follow-up: Standards of Business Conduct - Declarations of interest, gifts, and hospitality Follow-up: Contracted Patient Services: Quality and Safety arrangements - Follow up (Deferred from 2023/24) Job Evaluation

The overall opinion has also considered both the number and significance of any audits that have been deferred during the year and other information obtained during the year that we deem to be relevant to our work.

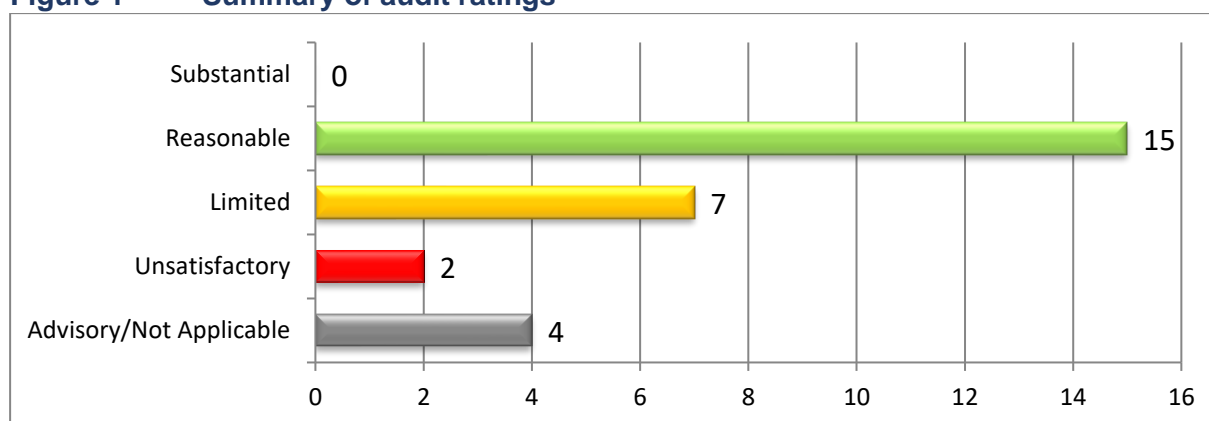
The Internal Audit Plan has been delivered substantially in accordance with the schedule agreed with the Audit Committee, subject to changes agreed as the year progressed. Regular audit progress reports have been submitted to the Audit Committee during the year. Audits that remain to be reported, but are reflected within this Annual Report, will be reported alongside audits from the 2024/25 operational audit plan.

The audit plan approved by the Committee in March and November 2024 (two six-month plans) contained thirty (31) planned reviews. Changes have been made to the plan with one (1) audit added and five (5) deferred/cancelled. All these changes have been reported to, and approved by, the Audit Committee.

Overall summary of results

In total, 28 audit reviews were reported during the year. Figure 1 below presents the assurance ratings, and the number of audits derived for each.

Figure 1 Summary of audit ratings



In addition to the above, there were several audits which did not proceed following preliminary planning and agreement with management. In some cases, it was recognised that there was action required to address issues and/or risks already known to management and an audit review at that time would not add additional value. These audits are documented in section 5.7.

The following sections provide a summary of the scope and objective for each assignment undertaken within the year along with the assurance rating.

Reasonable Assurance (Light Green)



In the following review areas, the Board can take **reasonable assurance** that arrangements to secure governance, risk management and internal control are suitably designed and applied effectively. Some matters require management attention in either control design or operational compliance and these will have low to moderate impact on residual risk exposure until resolved.

Review Title	Objective
Special Measures	To review progress and delivery against the five stated Outcomes and, where relevant, corroborate whether the actions have resulted in improvement. We have reviewed the work undertaken by the Programme Management Office and relevant divisions / directorates / services across the Health Board.
Transformation & Improvement	To review how the Transformation and Improvement Team have delivered on its purpose "...to support and enable the organisation to transform and improve itself."
Charitable Funds (Deferred from 2023/24)	To review whether there are robust processes and controls in place within the Health Board to support the management and administration of BCU Charitable Funds.
Value Based Healthcare	To review the outcomes related to the Health Board investment of £3.1m in 2023/24 in Value Based Healthcare, including the Value Based Care Function, as detailed in the Financial Plan approved by the Board.
Discretionary Capital Funding Allocation (previously Capital Business Cases)	To assess the risk-based approach and scrutiny applied to the allocation of discretionary funds, and in addition where there is slippage or new funding, how this has been managed.
Intelligence led organisation	To review the capabilities in place, from a people, process, and technology perspectives, for the Health Board to manage and transform its data to deliver the appropriate and accurate intelligence to inform better decisions.
Network and Disaster Recovery	To review the Health Boards processes for managing the IT Infrastructure and network, to ensure the appropriate enactment of resilience and fault domains to prevent disruption to services, and to ensure that disaster recovery plans enable rapid and focused recovery from disruptions.
Recruitment of substantive and interim executive and senior posts (Deferred from 2023/24)	To assess implementation of both the management actions agreed to because of the limited assurance review in 2022/23 and the independent report commissioned under special measures.

Review Title	Objective
Establishment Control and Recruitment	To review the Establishment Control process and whether the Health Board is complying with Standing Financial Instruction 14.2 Funded Establishment. We have not reviewed the system and processes relating to recruitment as this will be subject to a separate review.
Board Assurance Framework & Risk Management	To review the efficacy of the Health Board's Risk Management and Board Assurance processes.
Standing Financial Instructions – Procurement	To review progress and delivery of the twenty-four actions identified in the Independent Review of Betsi Cadwaladr University Health Board Contract Procurement Management issued on 29 January 2024.
Corporate Legislative Compliance: Health and Social Care (Quality and Engagement) (Wales) Act 2020 - Duty of Quality (Draft)	To provide assurance that the Health Board is implementing the requirements of the Duty of Quality (the Duty), which came into force on 1 April 2023. The Duty aims to improve the quality of healthcare services and the health outcomes for people in Wales.
Budgetary Control (Draft)	To review whether the Health Board has effective controls in place to manage its financial budgets, including delegation and information available to budget holders.
Grievance Management (Draft)	To provide assurance on the effectiveness and efficiency of the process to manage grievance cases within the Health Board.
Waste Management (Draft)	To review the Health Board's compliance with WHTM 07-01 Welsh Health Technical Memorandum Safe management of healthcare waste and ascertain how it is preparing for implementation of the Waste Separation Requirements (Wales) Regulations 2023 in April 2026.

Limited Assurance (Amber)



In the following review areas, the Board can take only **limited assurance** that arrangements to secure governance, risk management and internal control, within those areas under review, are suitably designed and applied effectively. More significant matters require management attention with moderate impact on residual risk exposure until resolved.

Review Title	Objective
Corporate Legislative Compliance: Fire Safety	To assess compliance with the requirements of Welsh Health Technical Memorandum (WHTM) 05-01 'Firecode – Managing healthcare fire safety', which provides practical guidance in the application of statutory regulation in healthcare premises.

Review Title	Objective
Clinical Audit	To review operational compliance with Health Board Policy for Clinical Audit, review and sharing of audit findings and delivery of National (Tier 1), Organisational Priority (Tier 2) and Local (Tier 3) clinical audits.
Waiting List Initiative – IHC Centre	To review arrangements in the Integrated Health Community (IHC) Centre for identifying, agreeing, and approving Waiting List Initiative (WLIs) payments.
Performance Management Framework & Reporting (Draft)	To review the implementation of, and confirm that, the Integrated Performance Framework (IPF) 2023-25 is operating as expected.
Partnerships, Engagement and Communications	To review progress made by the Health Board in implementing its Strategy for 2022-2025 along with review of actions emanating from Special Measures and internally commissioned reviews that focus on stakeholder engagement.
Effective Governance: Cancer Services (Draft)	To review the effectiveness of the governance arrangements within Cancer Services.
Effective Governance: IHC East (Draft)	To review the effectiveness of the governance arrangements within IHC East.

Unsatisfactory assurance (Red)



In the following areas, the Board has **unsatisfactory assurance** that arrangements to secure governance, risk management and internal control are suitably designed and applied effectively, or where action remains to be taken to address the whole control framework with high impact on residual risk exposure until resolved.

Review Title	Objective
Consultant Job Planning	To review arrangements across the health board for management of the systems and controls in place for consultant job planning.
Integrated Assurance and Approval Plans (IAAP) - Orthopaedic Surgical Hub Llandudno Hospital (Draft)	To evaluate the progression and delivery of the project against the key business case objectives and to assess the adequacy of the systems and controls in place to support the successful delivery of the project.

Advisory/Assurance Not Applied (Grey)



The following reviews were undertaken as part of the audit plan and reported without the standard assurance rating indicator, owing to the nature of the audit approach. The level of assurance given for these reviews are deemed not applicable – these are reviews and other assistance to management, provided as part of the audit plan, to which the assurance definitions are not appropriate, but which are relevant to the evidence base upon which the overall opinion is formed.

Review Title	Objective
Follow-Up of Internal Audit recommendations	To provide the Health Board with assurance concerning Executive approved implementation of agreed management actions.
Follow-up: Standards of Business Conduct - Declarations of interest, gifts, and hospitality	To provide the Health Board with assurance regarding the implementation of the agreed management actions from the Standards of Business Conduct (BCU-2324-21) review that was reported as part of our 2023/24 work programme.
Follow-up: Contracted Patient Services: Quality and Safety arrangements - Follow up (Deferred from 2023/24)	To review implementation that the agreed management action has been applied to address risks identified and reported in the 2022/23 Contracted Patient Services: Quality and Safety Arrangements (BCU-2223-19) audit report which concluded unsatisfactory (no) assurance.
Job Evaluation	To assess how effectively the requirements of the NHS Job Evaluation Handbook are being applied by the Health Board.

Audits not undertaken

Additionally, the following audits were deferred for the reasons outlined below. These have been considered and the reason for their deferment when compiling the Head of Internal Audit Opinion.

Review Title	Reason for deferment
People & OD Strategy: Operational implementation (Deferred from 2022/23 & 2023/24)	On 11 April 2024, the People and Culture Committee received the Audit Wales report <i>Review of Workforce Planning Arrangements – Betsi Cadwaladr University Health Board</i> with recommendations made that cut across several of our identified objectives – Management response has recorded latest implementation by March 2025.
Civil Contingencies Act	There have been delays in obtaining evidence for the review. Following escalation to the Director of Corporate Governance, we met with the recently appointed Head of Emergency Preparedness, Planning and Response. We are advised there is limited recent evidence available to meet the objectives of the review. We considered little merit in undertaking the review at this time. This is a significant risk area for the Health Board as a Category One Responder, but also for its own service continuity, that will require some additional assurance through to the Executive on progress.
Quality Governance: Concerns and Complaints	The Health Board has recently approved the Integrated Concerns Policy, which supersedes current process. Noting the implementation plan presented at the Health Board implies all expected actions will have been completed, we note that operationally there will need to

Review Title	Reason for deferment
	<p>be a lead time for the policy and associated governance arrangements to bed-down and do not believe there is merit in auditing the current process.</p> <p>Deferral to Quarter 1 2025/26 will allow eight months for the policy and standard operating procedures to bed down and provided us with meaningful evidence whether the policy and procedures are operating effectively, as well as confirming the changes have made the stated improvements.</p>
<p>Contracted Patient Services: Quality and Safety arrangements - Follow up (Deferred from 2023/24)</p>	<p>Management advised that little progress had been made on implementing the agreed actions. The Audit Committee agreed deferment from the April to September 2024 plan but required the follow-up to be undertaken before the end of the financial year – The review was added to the plan for October 2024 to March 2025.</p>
<p>Integrated Assurance and Approval Plans (IAAP) Wrexham Maelor Business Continuity</p>	<p>Through discussions with our Specialist Services Unit who undertake reviews on the all-Wales funded capital schemes, through IAAP provision in the business case, they have advised that through the current plans to address the backlog at the hospital, funding is being allocated on a risk basis and therefore is not being progressed under an IAAP. Should assurance on the progress at the Wrexham Maelor be required, this will need to be charged directly to the Health Board.</p>

Audit Wales Structured Assessment

The Audit Wales Structured Assessment is a process that looks at whether we have made proper arrangements to secure economy, efficiency, and effectiveness in our use of resources. The report was received at the Audit Committee on 16 January 2025, and the Health Board on [27 March 2025](#)

The Structured Assessment 2024 focused on our corporate arrangements for ensuring that resources are used efficiently, effectively, and economically. The overall assessment concluded that *'since last year's structured assessment and our follow up work on board effectiveness, there have been positive developments in some of the Health Board's key corporate governance arrangements and progress in recruiting to some business-critical senior roles. However, there remains much to do especially in respect of establishing a stable, cohesive and high performing Executive Team, developing a longer-term strategy and supporting Clinical Services Plan, and ensuring the Health Board's organisational structure and operating model is fit for purpose.'*

The key focus of the work has been on the Health Board's corporate arrangements for ensuring that resources are used efficiently, effectively and economically. Key messages in this regard from the Audit Wales Structured Assessment include:

Does the Health Board's Board conduct its business appropriately, effectively, and transparently? Audit Wales found that there is now a full cadre of substantive independent members on the Board and that board and committee meetings are conducted appropriately and transparently. However, ongoing instability within the Executive Team, gaps in wider senior leadership structures, and ongoing challenges with the operating model are compromising the Health Board's ability to tackle the significant challenges it faces.

Does the Health Board have a sound corporate approach to managing risks, performance, and the quality and safety of services? Audit Wales found that whilst the Health Board is making reasonable progress in strengthening its systems of assurance, there is more to do in relation to the Board Assurance Framework and ensuring systems of assurance are fully owned and utilised to drive improvements across the organisation.

Does the Health Board have a sound corporate approach to producing strategies and corporate plans and overseeing their delivery? Audit Wales found that the Health Board is planning to develop sustainable long-term organisational and clinical plans; however, to support this work, it will need to strengthen its approach to planning and ensure that plans are achievable.

Does the Health Board have a sound corporate approach to managing its financial resources? Audit Wales found that whilst there are improvements in the Health Board's approach to financial management and delivery of savings, significant challenges remain in terms of spending within budget. The Health Board was not able to meet its statutory financial duties for 2023-24 despite significant financial assistance from Welsh Government. Whilst the Health Board is predicting it will achieve its financial targets for 2024-25, this will be challenging and is also reliant on an element of one-off savings.

Conclusion

As Accountable Officer for Betsi Cadwaladr University Health Board, based on the assurance process outlined above, I have reviewed the relevant evidence and assurances in respect of internal control. I can confirm that the Board and its Executive Directors are alert to their accountabilities in respect of internal control and the Board has had in place during the year a system of providing assurance aligned to corporate objectives to assist with identification and management of risk. I note that, as a result of our internal control arrangements, Betsi Cadwaladr University Health Board continues to be on 'Special Measures' monitoring as part of NHS Wales Escalation and Intervention arrangements.

During 2024/25, the Health Board proactively identified areas requiring improvement alongside those identified in the Special Measures framework and requested that Internal Audit undertake detailed assessments in order to manage and mitigate associated risks. Further work will be undertaken in 2025/26 to ensure implementation of recommendations arising from audit reviews, in particular where a limited assurance rating is applied. Work will also continue in 2025/26 to embed risk management and the assurance framework at a corporate and operational level. Implementation of the Board's Annual Governance Priorities, set out within the IMTP 2025-28, will see a further strengthening of the Board's effectiveness and the system of internal control in 2025/26.

This Annual Governance Statement confirms that Betsi Cadwaladr University Health Board has continued to mature as an organisation and, whilst there are areas for strengthening, no significant internal control or governance issues have been identified. The Board and the Executive Team has had in place a sound and effective system of internal control that provides regular assurance aligned to the organisation's strategic objectives and strategic risks. Together with the Board, I will continue to drive improvements and will seek to provide assurance for our citizens and stakeholders that the services we provide are efficient, effective and appropriate, and are designed to meet patient needs and expectations.

It is widely known that the demands on the health and care system remain significantly pressured, increasing health inequalities, and sustained economic and cost of living challenges. The Health Board will therefore need to continually reflect and respond to the demands and challenges it faces in 2025/26 and beyond. I will ensure our Governance Framework considers and responds to this need.



Carol Shillabeer, Chief Executive

Date 26 June 2025

Appendix 1 - Board and Committee Membership 2024-25

Name	Position	Board Committee membership
Dyfed Edwards	Chair	<ul style="list-style-type: none"> • Board Chair • Chair Remuneration Committee
Carol Shillabeer	Chief Executive	<ul style="list-style-type: none"> • Board Member • In attendance Remuneration Committee • Member Local Partnership Forum • Lead Director People and Culture Committee
Dr Sreeman Andole	Interim Executive Medical Director	<ul style="list-style-type: none"> • Board Member (from 01.12.25) • In attendance Quality, Safety and Experience Committee • In attendance Audit Committee
Karen Balmer	Independent Member	<ul style="list-style-type: none"> • Board Member • Audit Committee – Chair • Charitable Funds Committee • Remuneration Committee • People and Culture Committee
Clare Budden	Independent Member	<ul style="list-style-type: none"> • Board Member • Chair Planning, Population Health & Partnership Committee • Member Remuneration Committee • Member People & Culture Committee
Russell Caldicott	Interim Executive Director of Finance	<ul style="list-style-type: none"> • Board Member (until 31.03.25) • Role as Interim Executive Director of Finance came to an end at 31.03.25 and commenced as Executive Director of Finance on 01.04.25 • In attendance Audit Committee • Lead Director Charitable Funds Committee • Lead Director Performance, Finance and Information Governance Committee • Member Local Partnership Forum
Imran Devji	Interim Chief Operating Officer	<ul style="list-style-type: none"> • Board Member (02.09.24 to 31.03.25) • In attendance Quality, Safety and Experience Committee
Gareth Evans	Acting Executive Director Therapies & Health Sciences	<ul style="list-style-type: none"> • Board Member (until 31.03.24) • Lead Director Healthcare Professionals Forum • In attendance Quality, Safety and Experience Committee
Urtha Felda	Independent Member	<ul style="list-style-type: none"> • Board Member • Member Remuneration Committee • Member Audit Committee • Quality Safety and Experience
Christopher Lothian-Field	Independent Member	<ul style="list-style-type: none"> • Board Member • Member Remuneration Committee • Member Performance, Finance and Information Governance Committee • Member Quality, Safety and Experience Committee • Member of Charitable Funds Committee

Name	Position	Board Committee membership
Dyfed Jones	Independent Member	<ul style="list-style-type: none"> • Board Member • Chair People & Culture Committee • Chair Charitable Funds Committee • Member Remuneration Committee • Member Audit Committee
Professor Mike Larvin Dean of Medicine	Independent Member	<ul style="list-style-type: none"> • Board Member • Member Quality, Safety and Experience Committee • Member Remuneration Committee
Dr Nick Lyons	Executive Medical Director	<ul style="list-style-type: none"> • Board Member (Up to 14.11.24) • Deputy Chief Executive • In attendance Quality, Safety and Experience Committee • Member Charitable Funds Committee • In attendance Planning, Population Health & Partnership Committee
Dr Jane Moore	Executive Director of Public Health	<ul style="list-style-type: none"> • Board Member • In attendance Quality, Safety and Experience Committee • In attendance Planning, Population Health & Partnership Committee
William Nichols Trade	Independent Member	<ul style="list-style-type: none"> • Board Member • Member Remuneration Committee • Member Local Partnership Forum • Member People & Culture Committee • Member Planning, Population Health & Partnerships Committee
Teresa Owen	Executive Director of Allied Health Professionals and Health Science	<ul style="list-style-type: none"> • Board Member (From 01.08.24) • Lead Director Mental Health and Capacity Compliance Committee • In attendance Quality, Safety and Experience Committee • In attendance Partnerships, People and Population Health Committee • In attendance People and Culture
Mike Parry	*Associate Board Member	<ul style="list-style-type: none"> • Associate Board Member • Chair of Stakeholder Reference Group
Fôn Roberts	*Associate Board Member	<ul style="list-style-type: none"> • Associate Board Member
Dr Chris Stockport	Executive Director of Transformation, Strategic Planning and Commissioning	<ul style="list-style-type: none"> • Board Member (until 28.02.25) • In attendance, Quality, Safety and Experience Committee • Lead Director Planning, Population Health & Partnership Committee • In attendance Performance, Finance and Information Governance Committee

Name	Position	Board Committee membership
Paolo Tardivel	Interim Executive Director of Transformation, and Strategic Planning	<ul style="list-style-type: none"> • Board Member (from 01.03.25) • In attendance, Quality, Safety and Experience Committee • Lead Director Planning, Population Health & Partnership Committee • In attendance Performance, Finance and Information Governance Committee
Dr Caroline Turner	Independent Member	<ul style="list-style-type: none"> • Board Member • Member Remuneration Committee • Chair Quality, Safety and Experience Committee • Member Planning, Population Health & Partnership Committee
Rhian Watcyn Jones	Independent Member	<ul style="list-style-type: none"> • Board Member • Member Audit Committee • Member Remuneration Committee • Member Performance, Finance and Information Governance Committee • Member Mental Health Legislation Committee
Gareth Williams	Vice Chair	<ul style="list-style-type: none"> • Board Member • Vice Chair • Performance, Finance & Information Governance Committee – Chair • Mental Health Legislation Committee Member - Chair • Remuneration Committee Member • Planning, Population Health and Partnerships Committee Member
Jane Wild	*Associate Board Member	<ul style="list-style-type: none"> • Associate Board Member
Angela Wood	Executive Director Nursing and Midwifery	<ul style="list-style-type: none"> • Board Member • Lead Director Quality, Safety and Experience Committee • Member Local Partnership Forum • In attendance Performance, Finance and Information Governance Committee • In attendance Planning, Population Health & Partnership Committee

NB Positions marked as * are not formal members of the Board for voting purposes
A number of Board Members have been appointed as Board Champions in addition to their Independent Member role

Appendix 2 - Meetings of the Health Board and Committees held in public 2024-25

Meeting	April 2024	May 2024	June 2024	July 2024	Aug 2024	Sept 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	March 2025
Health Board	11.04.24	30.05.24	-	10.07.24 and 25.07.25	-	26.09.24	-	28.11.24	-	30.01.25	-	27.03.25
Quality, Safety and Experience Committee	18.04.24	-	06.06.24	-	15.08.24	-	24.10.24	-	17.12.24	-	20.02.25	-
Performance, Finance and Information Governance Committee	30.04.24	-	25.06.24	-	27-08-24	-	29.10.24	-	23.12.24		25.02.25	-
Remuneration Committee	-	13.05.24*	11.06.24 21.06.24*	04.07.24* 24.07.24*	06.08.24* 19.08.24	11.09.24* 23.09.24*	16.10.24* 28.10.24	-	10.12.24	29.01.25	-	-
Mental Health Legislation Committee	-	02.05.24	-	-	01.08.24	-	-	07.11.24	-	-	06.02.25	-
Audit Committee	-	07.05.24	-	09.07.24 18.07.24	-	12.09.24	-	05.11.24	-	16.01.25	-	04.03.25
Charitable Funds Committee	15.04.24	-	-	01.07.24	13.08.24	-	-	12.11.24	-	28.01.25	-	25.03.25
Planning, Population Health and Partnerships Committee	23.04.24	-	18.06.24	-	20.08.24	-	22.10.24	-	10.12.24	-	18.02.25	01.05.25
People and Culture Committee	11.04.24	-	13.06.24	-	08.08.24	-	10.10.24	-	19.12.24	-	-	03.03.25

Appendix 3 - BCUHB Health Board Member Attendance at Board Meetings held in public 2024-25

Y = Present N = Not Present

Name	Position	11/04/2024	30/05/2024	10/07/2024*	25/07/2024	26/09/2024	28/11/2024	30/01/2025	27/03/2025
Angela Wood	Executive Director of Nursing and Midwifery	Y	Y	Y	Y	Y	Y	N	Y
Carol Shillabeer	Chief Executive	Y	Y	Y	Y	Y	Y	Y	Y
Caroline Turner	Independent Member	Y	Y	N	Y	N	Y	Y	Y
Chris Lothian-Field	Independent Member	Y	Y	Y	Y	Y	Y	Y	N
Chris Stockport	Executive Director of Transformation and Planning	N	N	N	Y	N	Y	Y	
Clare Budden	Independent Member	N	Y	Y	Y	Y	Y	Y	Y
Dr Nick Lyons	Executive Medical Director/Deputy Chief Executive	Y	Y	N	N	N			
Dyfed Edwards	Chair	Y	Y	Y	Y	Y	Y	Y	Y
Dyfed Jones	Independent Member	Y	Y	Y	N	Y	Y	Y	Y
Gareth Evans	Acting Executive Director of Therapies and Health Science	N	N	Y	Y				

Name	Position	11/04/2024	30/05/2024	10/07/2024*	25/07/2024	26/09/2024	28/11/2024	30/01/2025	27/03/2025
Gareth Williams	Independent Member/Vice Chair	Y	Y	N	Y	Y	Y	Y	Y
Imran Devji	Interim Chief Operating Officer					Y	Y	Y	N
Jane Moore	Executive Director of Public Health	Y	Y	Y	Y	Y	Y	Y	Y
Karen Balmer	Independent Member	Y	N	Y	Y	Y (P)	N	Y	Y
Prof Mike Larvin	Independent Member	Y	Y	Y	N	N	Y	Y	Y
Rhian Watcyn Jones	Independent Member	N	Y	Y	Y	Y	Y	Y	Y
Russell Caldicott	Interim Executive Director of Finance	Y	Y	Y	Y	Y	Y	Y	Y
Dr Sreeman Andole	Interim Executive Medical Director							Y	Y
Teresa Owen	Executive Director of Allied Health Professionals and Health Science	N	Y	N	Y	Y	Y	Y	Y
Urtha Felda	Independent Member	Y	Y	Y	Y	Y	Y	Y	Y
William Nichols	Independent Member	N	N	N	N	Y	Y	Y	Y

In Attendance

Name	Position	11/04/2024	30/05/2024	10/07/2024	25/07/2024	26/09/2024	28/11/2024	30/01/2025	27/03/2025
Jason Brannan	Deputy Director of People	Y	Y	Y	Y	N	N	Y	N
Dylan Roberts	Chief Digital and Information Officer	N	Y	Y	Y	Y	Y	Y	Y
Fôn Roberts	Associate Independent Member	Y	N	Y	Y	N	Y	Y	Y
Helen Stevens-Jones	Director of Communications and Engagement	Y	Y	Y	Y	Y	Y	Y	Y
Teresa Owen	Interim Lead for Mental Health & Welsh Language	N	Y	N					
Stuart Keen*	Director of Environment and Estates								Y
Mike Parry	Associate Independent Member	Y	Y	Y	N	Y	Y	Y	Y
Stephen Powell*	Director of Performance and Commissioning						Y	Y	Y
Pam Wenger *	Director of Corporate Governance	Y	Y	Y	Y	Y	Y	N	Y

Name	Position	11/04/2024	30/05/2024	10/07/2024	25/07/2024	26/09/2024	28/11/2024	30/01/2025	27/03/2025
Jane Wild	Associate Independent Member	N	Y	Y	Y	Y	Y	Y	N

* Extraordinary Meeting

2. Remuneration and Staff Report

Remuneration Report 2024-25

Policies for the Remuneration of Staff and Senior Managers

Senior Managers are defined as those who have authority or responsibility for directing and controlling the major activities of the Health Board as a whole, this definition includes those employees and Independent Members who are regular attendees at Board meetings. The names and titles of Board members are disclosed in the salary table below.

From October 2004, the NHS Agenda for Change (AfC) process was introduced to achieve consistency in contracts and terms and conditions across NHS Wales. Separate All Wales contracts are agreed for Doctors and Dentists. The relevant all-Wales contract is issued to all staff and managers (excluding directors) upon appointment.

Pay letter AfC (W) 02/2024 uplifted pay scales by 5.5% with effect from 1 April 2024 for all staff on AfC terms and conditions, actioned in November 2024.

Pay letter AfC(W) 02/2024 V2 introduced an intermediate pay point for staff in pay bands 8a and above. The uplift was applied in January 2025 back dated to 1 April 2024.

NHS Wales follows the Living Wage Foundation recommendations for the Real Living Wage. With effect from 1 April 2025 a top up rate is applied to make the minimum hourly rate £12.60 per hour. This has lifted the wages for staff on pay Band 2 and the bottom of pay Band 3 to a full-time equivalent salary of £24,638. It will be reviewed again, when the 2025/26 annual pay uplift is published.

Medical and Dental staff are governed by Medical and Dental Terms and Conditions, which apply across NHS Wales. The Medical and Dental (W) 02/2024 pay letter, published 28 June 2024, reformed the consultant (amended Welsh 2003 contract) pay scale from 1 January 2024. The reformed pay scales for consultants on the Welsh amended 2003 contract has been modernised to include a removal of commitment awards bringing these into basic pay. Starting pay has been increased to £100,000 and the scale has been reduced from 14 pay points to 8, reducing the number of years taken to reach the top pay point to 23 years. These changes were effective from 1 January 2024.

The Medical and Dental (W) 04/2024 (v2) pay letter, published on 28 June 2024 detailed pay arrangements applicable from 1 April 2023 for doctors and dentists in training employed on national terms and conditions in Wales. Effective from 1 April 2023, junior doctors were awarded an overall 12.4% pay award back dated to the 1 April 2023 including the 5% pay award already implemented for 2023-24.

The Pay Letter M&D(W) 05/2024 letter confirmed an ongoing contractual right for Speciality Doctors on the 2008 contract to transfer to the 2021 Speciality Doctor contract. Doctors wishing to transfer were required to apply in writing to their employer, any increase in pay would be backdated to the date of written expression of interest.

In addition to the above payments made in the 2024-25 financial year to medical staff, a consolidated payment of 6%, in relation to Financial Year 2024-25, was actioned in accordance with pay circular M&D(W) 07/2024 published in September 2024. Additionally, the

pay circular provided for an additional £1,000 consolidated payment added to basic pay for Junior doctors and dentists back dated to 1 April 2024.

Executive Directors are remunerated by use of the Very Senior Manager Pay Scale, introduced by the Welsh Government. Pay awards are determined nationally and applied locally based upon instructions from Welsh Government. The pay letter ESP(W) 02/2024 provided for an increase of 5% applicable from 1 April 2024 for individuals holding Executive and Senior posts. The Health Board does not operate a performance related pay system for Very Senior Managers. All contracts for substantive roles are permanent and notice periods for Very Senior Managers are three months.

Independent Members are appointed for a term of up to four years (and can be re-appointed for a maximum of eight years). Independent Members receive nationally determined remuneration during their period of appointment.

The Remuneration Committee at the meeting on the 19 August 2024 agreed a protocol for the payment of hybrid working allowance for Executive and Senior Posts (ESP) contracted staff. The protocol applies to newly appointed ESP contracted staff who are not fully relocating to North Wales. Each application in line with this protocol must be agreed by the Chief Executive and approved by the Remuneration Committee. A non-pensionable sum of up to £8,000 is paid annually until costs of living awards have eroded the payment. The sum is comparable with relocation allowance and where it is used the employee cannot claim any expenses from their home location to North Wales.

The Health Board is pleased that it has been able to maintain its Level 3; Disability Confident Leader position in the Governments Disability Confident scheme. To achieve Level 3, organisations are independently assessed which involves providing evidence of support for prospective and current disabled staff.

The evidence includes policies, support and resources that the Health Board has in place which are listed below.

- NHS Wales Special Leave Policy
- NHS Wales Flexible Working Policy
- NHS Wales Respect and Resolution Policy
- Guidelines on the Fair Treatment of Disabled People at Work in BCUHB
- Appendix A - Reasonable and Tailored Adjustments – Further Information
- Appendix B - NHS Wales Managing Attendance at Work Policy Reasonable
- Redeployment Policy
- HS01 Occupational Health, Safety & Security Policy
- Flexitime Procedure
- [The Values and Behaviours Framework](#)
- Temporary Injury Allowance Procedure
- [Occupational Health - Home](#)
- [Financial Wellbeing](#)

The Health Board has a number of staff networks, including RespectAbility and ND Network, which focuses on supporting the needs of neurodivergent staff.

During the onboarding process for new staff, the Staff Handbook is shared which includes details of available networks, as well as support and training opportunities. There are a number of resource pages on the intranet that include advice for managers regarding reasonable adjustments and Access to Work support.

The Health Board's Equality Team provide advice and support across all protected characteristics under the Equality Act 2010 as well as Human Rights Act 1998, including the Socio-Economic Duty, Wellbeing of Future Generations as well as key Welsh Government led action plans such as the Anti-racist Action Plan, LGBTQ+ Action Plan, Women's Plan, Accessible Communications Standards and the new Disability plan when published.

The Remuneration Committee

The Remuneration and Terms of Service for Executive Directors and the Chief Executive are agreed, and kept under review, by the Health Board's Remuneration Committee. The Committee also monitors and evaluates the annual performance of the Chief Executive and individual Directors (the latter with the advice of the Chief Executive). The Committee was chaired by Dyfed Edwards, Chair of the Health Board.

The Remuneration Committee considers issues of equality and diversity when evaluating and setting remuneration for Directors', particularly in relation to gender and ethnicity in pay levels, in line with Welsh Government's Framework.

The Committee was scheduled to meet bi-monthly during the reporting period, with four routine meetings held. Due to the turnover of Executive and Senior Staff during the year, additional nine meetings were held in order to proceed with recruitment, or approval appointments. Therefore, during the reporting period, the Remuneration Committee met on 13 occasions.

At the Remuneration Committee held on 11 June 2024 the Terms of Reference for the Committee was reviewed and the following would report directly to the Board:

- Reports on behalf of the Board giving an account of progress where any exclusion in respect of Upholding Professional Standards in Wales (UPSW) has lasted more than six months.
- Reports on behalf of the Board giving an account of progress on performer's list regulatory cases.

In addition, it was agreed that the following be transferred to the People and Culture Committee:

- 'The Committee must monitor compliance with issues of professional registration, including the revalidation process for medical and dental staff and registered nurses, midwives and health visitors and all other registered professionals'.

The key substantive agenda items considered during the 2024/25 reporting period were as follows: -

- Executive Director appointments, changes and appraisals, including Portfolio changes;
- Case Management and Tribunals (Executives and Very Senior Managers);
- Senior Interim Manager Update;
- Foundations for the Future – Operating Model;
- Medical and Dental Conduct, Capability and Health;
- Uplift of pay for employees and workers on ad hoc pay rates;
- Review of Terms of Reference and Cycle of Business of the Committee;
- Independent Review – Management Response;
- Protocol for the payment of Hybrid Working Allowance for ESP Contracted Staff / Management Allowance;
- Special Advisor appointments;

- Confirmation of Consultant appointments from the Advisory Appointment Committee Panels.

The Committee members during the year were:

Role on Committee	Name	Job Title	Dates
Chair	Dyfed Edwards	Chair of the Health Board	1 April 2024 to 31 March 2025
Member	Gareth Williams	Vice Chair of the Health Board	1 April 2024 to 31 March 2025
Member	Karen Balmer	Independent Member of the Health Board	1 April 2024 to 31 March 2025
Member	Rhian Watcyn Jones	Independent Member of the Health Board	1 April 2024 to 31 March 2025
Member	Professor Mike Larvin	Independent Member of the Health Board	1 April 2024 to 31 March 2025
Member	Clare Budden	Independent Member of the Health Board	1 April 2024 to 31 March 2025
Member	Cllr Dyfed Jones	Independent Member of the Health Board	1 April 2024 to 31 March 2025
Member	Urtha Felda	Independent Member of the Health Board	1 April 2024 to 31 March 2025
Member	Caroline Turner	Independent Member of the Health Board	1 April 2024 to 31 March 2025
Member	Christopher Lothian Field	Independent Member of the Health Board	1 April 2024 to 31 March 2025
Member	William Nichols	Independent Member of the Health Board	1 April 2024 to 31 March 2025

In Attendance:

Role on Committee	Name	Job Title	Dates
In attendance	Carol Shillabeer	Chief Executive	1 April 2024 to 31 March 2025
In attendance	Jason Brannan	Deputy Director of People	1 April 2024 to 31 March 2025
In attendance	Pam Wenger	Director of Corporate Governance	1 April 2024 to 31 March 2025

Remuneration Relationships

Reporting bodies are required to disclose the relationship between the remuneration of the highest-paid director/employee in their organisation and the 25th percentile, median and 75th percentile remuneration of the organisation's workforce. This information can be found in the Annual Accounts, Note 9.6.

The highest paid director in 2024/25 was the Chief Executive (2023-24 Interim Executive Director of Finance). In 2024/25, 19 (2023/24, 14) employees received remuneration in excess of the highest paid director.

Exit Packages and Severance Payments

Details of all severance payments agreed during the year can be found in Note 9.5 to the Annual Accounts and Appendix 1 within this document.

Senior Manager Salary and Pension Disclosures and Single Total Figure of Remuneration

The total figures in the table below (Single Total Figure of Remuneration) for each Senior Manager includes a figure for the in-year pension benefit, calculated using information supplied by the NHS Pensions Agency. The figure does not represent the actual amount paid to an individual during the year and reflects an accounting assessment of the increase in long term benefits adjusted for inflation. These figures can be influenced by many factors including changes to a person's salary, additional contributions made by individuals and underlying valuation factors on the scheme as a whole.

A Cash Equivalent Transfer Value (CETV) is the actuarially assessed capitalised value of the pension scheme benefits accrued by a member at a particular point in time. The benefits valued are the member's accrued benefits and any contingent spouse's pension payable from the scheme. A CETV is a payment made by a pension scheme or arrangement to secure pension benefits in another pension scheme or arrangement when the member leaves a scheme and chooses to transfer the benefits accrued in their former scheme. The pension figures shown relate to the benefits that the individual has accrued as a consequence of their total membership of the pension scheme, not just their service in a senior capacity to which disclosure applies.

The figures include the value of any pension benefit in another scheme or arrangement which the member has transferred to the NHS pension arrangements. They also include any additional pension benefit accrued to the member as a result of their buying additional pension benefits at their own cost. CETVs are worked out in accordance with The Occupational Pension Schemes (Transfer Values) (Amendment) Regulations 2008 and do not take account of any actual or potential reduction to benefits resulting from Lifetime Allowance Tax which may be due when pension benefits are taken.

Real Increase in CETV: The real increase is the increase due to additional benefit accrual (i.e., as a result of salary changes and service) that is funded by the employer. It will be smaller than the difference between the start and end CETVs because it does not include any increase in the value of the pension due to inflation or due to the contributions paid by the employee or the value of any benefits transferred from another pension scheme. Nor does it include any increases (or decreases) because of any changes during the year in the actuarial factors used to calculate CETVs.



Single Total Figure of Remuneration

Notes	Name	Role	Effective Dates	2024-25					2023-24				
				Salary £'000	Benefit in Kind	Pension Benefit	Total	Full Year Equivalent Salary (If Part Year)	Salary £'000	Benefit in Kind	Pension Benefit	Total	Full Year Equivalent Salary (If Part Year)
				Bands of £5,000	Nearest £100	Nearest £1,000	Bands of £5,000	£'000	Bands of £5,000	Nearest £100	Nearest £1,000	Bands of £5,000	£'000
1	C Shillabeer	Chief Executive	01/04/2024 - 31/03/2025	260 - 265	-	180	440 - 445	-	40 - 45	-	-	40 - 45	250 - 255
2	D Edwards	Chair	01/04/2024 - 31/03/2025	65 - 70	900	-	70 - 75	-	5 - 10	-	-	5 - 10	65 - 70
3	I Devji	Interim Chief Operating Officer	02/09/2024 - 31/03/2025	-	-	-	-	-					
4	P Wenger	Director of Corporate Governance	01/04/2024 - 31/03/2025	150 - 155	200	40	190 - 195	-					
5	S Hill	Executive Director of Finance	01/04/2024 - 13/12/2024	175 - 180	-	22	195 - 200	165 - 170	160 - 165	-	35	195 - 200	-
6	R Caldicott	Interim Executive Director of Finance	01/04/2024 - 31/03/2025	175 - 180	-	162	340 - 345	-	120 - 125	-	-	120 - 125	160 - 165
7	T Owen	Executive Director of Allied Health Professionals and Health Science	01/08/2024 - 31/03/2025	100 - 105	-	-	100 - 105	150 - 155	130 - 135	-	-	130 - 135	145 - 150
8	J Moore	Acting Executive Director of Public Health	01/04/2024 - 31/07/2024	40 - 45	-	-	40 - 45	130 - 135	10 - 15	-	-	10 - 15	125 - 130
8	J Moore	Executive Director of Public Health	01/08/2024 - 31/03/2025	90 - 95	-	-	90 - 95	135 - 140					
9	N Lyons	Executive Medical Director	01/04/2024 - 14/11/2024	145 - 150	700	-	145 - 150	235 - 240	225 - 230	300	-	225 - 230	-



Notes	Name	Role	Effective Dates	2024-25					2023-24				
				Salary £'000	Benefit in Kind	Pension Benefit	Total	Full Year Equivalent Salary (If Part Year)	Salary £'000	Benefit in Kind	Pension Benefit	Total	Full Year Equivalent Salary (If Part Year)
				Bands of £5,000	Nearest £100	Nearest £1,000	Bands of £5,000	£'000	Bands of £5,000	Nearest £100	Nearest £1,000	Bands of £5,000	£'000
9	N Lyons	Acting Deputy Chief Executive	01/04/2024 - 14/11/2024	-	-	-	-	-	-	-	-	-	-
10	S Andole	Interim Executive Medical Director	01/12/2024 - 31/03/2025	70 - 75	-	101	170 - 175	210 - 215					
11	J C Stockport	Executive Director of Transformation, Strategic Planning & Commissioning	01/04/2024 - 28/02/2025	150 - 155	900	-	150 - 155	165 - 170	160 - 165	3,000	-	160 - 165	-
12	P Tardivel	Interim Executive Director of Transformation and Strategic Planning	01/03/2025 - 31/03/2025	10 - 15	100	3	10 - 15	135 - 140					
13	S G Evans	Acting Executive Director of Therapies and Health Sciences	01/04/2024 - 31/07/2024	40 - 45	400	48	85 - 90	125 - 130	120 - 125	1,600	-	120 - 125	-
	A Wood	Executive Director of Nursing & Midwifery	01/04/2024 - 31/03/2025	155 - 160	-	58	210 - 215	-	145 - 150	-	-	145 - 150	-
14		Executive Director of People Services & Organisational Development	01/04/2024 - 31/03/2025										
15	G Williams	Independent Member	01/04/2024 - 31/03/2025	15 - 20	300	-	15 - 20	-	15 - 20	100	-	15 - 20	-
15	G Williams	Vice Chair	01/04/2024 - 31/03/2025	40 - 45	600	-	40 - 45	-	15 - 20	100	-	15 - 20	40 - 45



Notes	Name	Role	Effective Dates	2024-25					2023-24				
				Salary £'000	Benefit in Kind	Pension Benefit	Total	Full Year Equivalent Salary (If Part Year)	Salary £'000	Benefit in Kind	Pension Benefit	Total	Full Year Equivalent Salary (If Part Year)
				Bands of £5,000	Nearest £100	Nearest £1,000	Bands of £5,000	£'000	Bands of £5,000	Nearest £100	Nearest £1,000	Bands of £5,000	£'000
16	R Watcyn Jones	Independent Member	01/04/2024 - 31/03/2025	15 - 20	2,100	-	15 - 20	-	15 - 20	1,200	-	15 - 20	-
16	K Balmer	Independent Member	01/04/2024 - 31/03/2025	15 - 20	700	-	15 - 20	-	15 - 20	700	-	15 - 20	-
17	Prof M Larvin	Independent Member	01/04/2024 - 31/03/2025	-	-	-	-	-	-	-	-	-	-
16	D Jones	Independent Member	01/04/2024 - 31/03/2025	15 - 20	300	-	15 - 20	-	10 - 15	900	-	10 - 15	15 - 20
16	C Budden	Independent Member	01/04/2024 - 31/03/2025	15 - 20	200	-	15 - 20	-	10 - 15	-	-	10 - 15	15 - 20
16	U Felda	Independent Member	01/04/2024 - 31/03/2025	15 - 20	1,200	-	15 - 20	-	5 - 10	400	-	5 - 10	15 - 20
16	C Turner	Independent Member	01/04/2024 - 31/03/2025	15 - 20	3,000	-	15 - 20	-	5 - 10	300	-	5 - 10	15 - 20
18	W Nichols	Independent Member	01/04/2024 - 31/03/2025	-	-	-	-	-	-	-	-	-	-
	C Lothian-Field	Independent Member	01/04/2024 - 31/03/2025	15 - 20	-	-	15 - 20	-	0 - 5	-	-	0 - 5	15 - 20
19	J Wild	Associate Board Member	01/04/2024 - 31/03/2025	-	-	-	-	-	-	-	-	-	-
19	F Roberts	Associate Board Member	01/04/2024 - 31/03/2025	-	-	-	-	-	-	-	-	-	-
19	M Parry	Associate Board Member	01/04/2024 - 31/03/2025	-	-	-	-	-	-	-	-	-	-

Notes

1. C Shillabeer, Chief Executive. Included in the salary figure is responsibility allowance of £13,237.92.
2. D Edwards, Chair, was in receipt of taxable travel to the value of £900.
3. I Devji, Interim Chief Operating Officer, effective from 2 September 2024 to 31 March 2025 was seconded from East Lancashire Hospitals NHS Trust at a total cost to the Health Board of £111,945.80.
4. P Wenger, Director of Corporate Governance. The substantive role includes duties and responsibilities for the post of Board Secretary. Included in the salary figure is management allowance of £8,000. The employee was in receipt of taxable travel to the value of £200.
5. S Hill, Executive Director of Finance, was in post until 13 December 2024 following a leave of absence. Included in the salary figure is pay in lieu of notice and annual leave to the combined value of £57,608.75.
6. R Caldicott, Interim Executive Director of Finance, from the period 1 April 2024 to 31 March 2025.
7. T Owen, Executive Director of Allied Health Professionals and Health Science, was appointed substantively effective from 1 August 2024.
8. J Moore, Executive Director of Public Health, was appointed substantively effective from 1 August 2024 following a period as Acting Executive Director of Public Health.
9. N Lyons, Executive Medical Director, was in post until 14 November 2024. The employee also stood down from the interim post of Acting Deputy Chief Executive on this date. Included in the salary figure is responsibility allowance of £6,222.20 for the interim post. The employee was in receipt of salary sacrifice benefit to the value of £700 and has opted out of the NHS Pension arrangements.
10. S Andole, Interim Executive Medical Director effective from 1 December 2024. Included in the salary figure is management allowance of £2,666.68.
11. C Stockport, Executive Director of Transformation, Strategic Planning & Commissioning, was in post until 28 February 2025. The employee was in receipt of salary sacrifice benefit to the value of £900 and has opted out of the NHS Pension arrangements.

12. P Tardivel, Interim Executive Director of Transformation and Strategic Planning, effective from 1 March 2025. Prior to 1st March 2025, P Tardivel was employed by the Health Board in a substantive post. The pension benefit disclosed has been calculated using contributions made from the substantive post remuneration.
13. G Evans, Acting Executive Director of Therapies and Health Sciences, was in post until 31 July 2024. The employee was in receipt of salary sacrifice benefit to the value of £400.
14. The Executive Director of People Services and Organisational Development post has remained vacant throughout the financial year. The Health Board has agreed plans to progress recruitment both on an interim and substantive basis.
15. G Williams, Vice Chair and Independent Member, receives remuneration for both roles. The employee was in receipt of taxable travel to the value of £900 which has been disclosed based on the proportion of remuneration applicable to each role.
16. Independent Members in receipt of taxable travel includes R Watcyn Jones (£2,100), K Balmer (£700), D Jones (£300), C Budden (£200), U Felda (£1,200) and C Turner (£3,000).
17. Professor M Larvin, Independent Member, is Pro Vice Chancellor for Medicine and Health and Dean of Medicine, Bangor University. Professor Larvin is a university representative and is not paid by the Health Board in respect of this role.
18. W Nichols, Independent Member, is employed substantively by the Health Board. W Nichols is a Trade Union Representative on the Board and is not paid by the Health Board in respect of this role.
19. Associate Board Members J Wild, F Roberts and M Parry are non-voting members on the Board and are not paid by the Health Board in respect of these roles.

Pension Benefit Table

Name	Role	Effective Dates	Real Increase in Accrued Pension	Real Increase in Lump Sum	Total accrued pension at 31 March 2025	Lump Sum Related to Accrued Pension at 31 March 2025	Cash Equivalent Transfer Value as at 31 March 2024	Cash Equivalent Transfer Value as at 31 March 2025	Real Increase in Cash Equivalent Transfer Value
			Bands of £2,500	Bands of £2,500	Bands of £5,000	Bands of £5,000	£'000	£'000	£'000
			£'000	£'000	£'000	£'000	£'000	£'000	£'000
C Shillabeer	Chief Executive	01/04/2024 - 31/03/2025	7.5 - 10.0	12.5 - 15.0	95 - 100	250 - 255	1,915	2,274	198
P Wenger	Director of Corporate Governance	01/04/2024 - 31/03/2025	2.5 - 5.0	-	15 - 20	-	233	296	30
*S Hill	Executive Director of Finance	01/04/2024 - 13/12/2024	0.0 - 2.5	-	35 - 40	-	499	-	-
R Caldicott	Interim Executive Director of Finance	01/04/2024 - 31/03/2025	7.5 – 10.0	12.5 - 15.0	60 - 65	150 - 155	1,077	1,333	162
T Owen	Executive Director of Allied Health Professionals and Health Science	01/08/2024 - 31/03/2025	-	-	60 - 65	155 - 160	1,396	1,434	-
J Moore	Acting & Substantive Executive Director of Public Health	01/04/2024 - 31/03/2025	-	-	80 - 85	-	1,512	1,579	-

Name	Role	Effective Dates	Real Increase in Accrued Pension	Real Increase in Lump Sum	Total accrued pension at 31 March 2025	Lump Sum Related to Accrued Pension at 31 March 2025	Cash Equivalent Transfer Value as at 31 March 2024	Cash Equivalent Transfer Value as at 31 March 2025	Real Increase in Cash Equivalent Transfer Value
			Bands of £2,500	Bands of £2,500	Bands of £5,000	Bands of £5,000	£'000	£'000	£'000
			£'000	£'000	£'000	£'000	£'000	£'000	£'000
S Andole	Interim Executive Medical Director	01/12/2024 - 31/03/2025	2.5 - 5.0	10.0 - 12.5	45 - 50	130 - 135	728	1,117	104
S G Evans	Acting Executive Director of Therapies and Health Sciences	01/04/2024 - 31/07/2024	0.0 - 2.5	2.5 - 5.0	55 - 60	145 - 150	1,083	1,329	53
A Wood	Executive Director of Nursing & Midwifery	01/04/2024 - 31/03/2025	2.5 - 5.0	0.0 - 2.5	35 - 40	85 - 90	759	889	60
P Tardivel	Interim Executive Director of Transformation and Strategic Planning	01/03/2025 - 31/03/2025	0.0 - 0.25	-	35 - 40	-	377	441	2

*S Hill began claiming pension during the financial year and therefore applicable values as at 31 March 2025 are nil.

Staff Report

The average number of full time equivalent (FTE) staff employed by the Health Board during 2024-25 is reported below.

Professional Group	Permanent Staff	Staff on Inward Secondment	Agency Staff	Speciality Trainee (SLE)	Collaborative Bank Staff	Other	Total
Administrative, clerical and board members	3,603	9	11	0	0	0	3,623
Medical and dental	1,157	12	4	479	0	83	1,736
Nursing, midwifery registered	5,744	0	238	0	0	0	5,982
Professional, Scientific, and technical staff	773	7	1	0	0	0	781
Additional Clinical Services	3,916	2	3	0	0	0	3,921
Allied Health Professions	1,212	0	25	0	0	31	1,268
Healthcare Scientists	321	0	0	0	0	1	322
Estates and Ancillary	1,330	0	1	0	0	0	1,331
Students	15	0	0	0	0	0	15
Total	18,071	30	283	479	0	115	18,979

The actual number of staff in post as at 31 March 2025 was 21,101 and the gender composition is provided in the table below.

Staff Composition	Female	Male	Grand Total
Executive	4	3	7
Manager	144	71	215
Staff	16,895	3,984	20,879
Grand Total	17,043	4,058	21,101

*For the purpose of this report manager is defined as a member of staff at Band 8c and above (or equivalent level for medical staff) based in a corporate function or operational Division with significant managerial and decision-making responsibilities affecting the whole organisation. Managers exclude the posts Nurse Consultant, Consultant Midwife and Clinical Scientist Consultant

The sickness absence data for 2024-25 is provided below.

	2023-24	2024-25
FTE Days lost (long term)*1	261,234	280,894
FTE Days lost (short term)*1	126,611	124,545
Total days lost	387,846	405,439
Average working days lost*2	14	14
Total staff employed in period (headcount)*2	20,676	20,958
Total staff employed in period with no absence (headcount)*3	6,116	5,944
Percentage staff with no sick leave	29.5%	28%

*1 - These figures are calculated on a Full Time Equivalent basis. Sickness absence is measured using calendar days on the Electronic Staff Record system, which includes all days from the start to end of a period of absence, including weekends or

days when a member of staff would not have been rostered to work. Therefore, the number of working days lost is lower than the days lost figure.

*2 - Average over 12 months

*3 - Headcount is count of Primary Assignments

*Please note this includes starters within the reporting period as recommended by All Wales data standards.

The overall percentage sickness absence in 2024/25 was 6.05% (2023/24 5.85%). Levels of sickness absence increased slightly during the year. The main cause of absence remains anxiety, stress, and depression. Anecdotally we are told that this is a combination of work and personal stress due to financial hardship and caring responsibilities. The People Services Teams are working with managers to encourage an uptake in flexible working to help staff manage their personal and professional lives which may assist with lowering overall levels of absence. Other reported reasons for long periods of absence are waiting time for treatments, and an increase in chronic conditions and age-related health conditions. With an increasing number of staff choosing to work for longer there is a strong correlation between the age of the workforce and overall levels of absence. It is also anecdotally reported that General Practitioners are issuing fit notes for longer periods of time.

Off Payroll Engagements and Consultancy

Off-payroll working is the term used by HM Revenue and Customs (HMRC) to describe a situation where an individual worker provided their own personal service to an organisation.

The Health Board is required to disclose Off-payroll and Consultancy expenditure. The tables below outline the details of the Off Payroll Engagements that the Health Board has in place. It should be noted that HMRC introduced new rules in relation to compliance with tax regulations that took effect from 6 April 2017. These changes have widened the responsibilities of the Health Board in managing the Off Payroll engagements and most engagements will be subject to tax and National Insurance at source.

The Health Board has undertaken IR35 assessments for all relevant off-payroll engagements.

Highly paid off-payroll worker engagements as at 31 March 2025, earning £245 per day or greater

Number (No.) of existing engagements as of 31 March 2025	320
Of which...	
No. that have existed for less than one year	139
No. that have existed for between one and two years	67
No. that have existed for between two and three years	45
No. that have existed for between three and four years	7
No. that have existed for four or more years	62

All highly paid off-payroll workers engaged at any point during the year ended 31 March 2025, earning £245 per day or greater

No. of temporary off-payroll workers engaged during the year ended 31 March 2025	140
Of which;	
Not subject to off-payroll legislation	139
Subject to off-payroll legislation and determined as in-scope of IR35	1
Subject to off-payroll legislation and determined as out-of-scope of IR35	0
No. of engagements reassessed for compliance or assurance purposes during the year	0
Of which: No. of engagements that saw a change to IR35 status following review	0

The above tables detail all off-payroll engagements within the payroll system. The numbers above include those individuals who are paid less than £245 per day.

For any off-payroll engagements of board members, and/or, senior officials with significant financial responsibility, between 1 April 2024 and 31 March 2025

No. of off-payroll engagements of board members, and/or, senior officials with significant financial responsibility, during the financial year.	2
Total no. of individuals on payroll and off-payroll that have been deemed "board members, and/or, senior officials with significant financial responsibility", during the financial year. This figure should include both on payroll and off-payroll engagements.	27

*The Board Members and Senior Officials who are deemed to be Senior Managers are those individuals whose salary details are disclosed on pages 101 to 107 of this report.

During the year the Health Board incurred expenditure of £1.057m on external consultancy services.

Appendix 1 – Exit Packages and Severance Payments

Exit packages cost band (including any special payment element)	2024-25								2023-24	
	Number of Compulsory Redundancies	Cost of Compulsory Redundancies	Number of Other Departures	Cost of Other Departures	Total Number of Exit Packages	Total Cost of Exit Packages	Number of Departures Where Special Payments Have Been Made	Cost of Special Element Included in Exit Package	Total Number of Exit Packages	Total Cost of Exit Packages
	Whole numbers only	£	Whole numbers only	£	Whole numbers only	£	Whole numbers only	£	Whole numbers only	£
less than £10,000	0	0	60	222,254	60	222,254	0	0	1	8,775
£10,000 to £25,000	1	11,667	9	167,181	10	178,848	0	0	0	0
£25,000 to £50,000	0	0	0	0	0	0	0	0	0	0
£50,000 to £100,000	0	0	0	0	0	0	0	0	1	59,295
£100,000 to £150,000	0	0	0	0	0	0	0	0	0	0
£150,000 to £200,000	0	0	0	0	0	0	0	0	0	0
Total	1	11,667	69	389,435	70	401,102	0	0	2	68,070

3. Senedd Cymru/Welsh Parliamentary Accountability and Audit Report

The Health Board is required to compile and publish an Accountability Report, the content of which is prescribed by the Welsh Government.

Regularity of expenditure

HM Treasury defines regularity as the requirement for all items of expenditure to be dealt with in accordance with the legislation authorising them, any applicable delegated authorities and rules of Government Accounting.

The Health Board is empowered to incur expenditure by the National Health Service (Wales) Act 2006 and receives revenue and capital resource allocations from the Welsh Government.

The Health Board's budget setting process aims to ensure that resources are allocated across the organisation for legitimate purposes. The Health Board has delegated arrangements with budget holders who must operate in accordance with their Accountability Agreements and the Standing Financial Instructions (SFIs) of the Health Board.

Arrangements are in place to monitor compliance with the SFIs and these are reported to each Audit Committee through the Conformance Report. In addition to a comprehensive Internal Audit programme the Health Board has a Local Counter Fraud Team.

The Health Board complies with recognised reporting standards to the extent that they are applicable to the Public Sector and the accounts are produced in accordance with the Manual for Accounts produced by the Welsh Government. Monthly financial monitoring returns are submitted to the Welsh Government with explanations for variances.

Audit Wales has issued a qualified regularity opinion on the 2024-25 annual financial statements as the Health Board did not meet its financial duty to break-even against its Revenue Resource Limit over the three-year period 2022-23 to 2024-25 (failure to meet the first financial duty). The Health Board incurred a deficit of £7.560m against its Revenue Resource Limit during the year with a cumulative deficit of £31.518m over the three-year period 1 April 2022- 31 March 2025.

Fees and charges

Fees and charges are not routinely charged to NHS patients unless the Health Board is permitted under the legislation to make a charge. Examples would include dental work and access to health records. It is confirmed that, to the best of our knowledge, the Health Board complies with Welsh Government directives in respect of charge rates.

Remote contingent liabilities

The Health Board is required to account for all remote contingencies in accordance with International Accounting Standard 37 (IAS37). These are fully disclosed in Note 21 in the Statement of Accounts.

Other remote contingencies not accounted for within IAS37 would include letters of comfort and third-party guarantees given by management. To the best of our knowledge, the Health Board does not have any such liabilities that require disclosure.

The Certificate and report of the Auditor General for Wales to the Senedd

Opinion on financial statements

I certify that I have audited the financial statements of Betsi Cadwaladr University Health Board for the year ended 31 March 2025 under Section 61 of the Public Audit (Wales) Act 2004.

These comprise the Statement of Comprehensive Net Expenditure, the Statement of Financial Position, the Cash Flow Statement and Statement of Changes in Taxpayers' Equity and related notes, including a summary of material accounting policies.

The financial reporting framework that has been applied in their preparation is applicable law and UK adopted international accounting standards as interpreted and adapted by HM Treasury's Financial Reporting Manual.

In my opinion, in all material respects, the financial statements:

- give a true and fair view of the state of affairs of Betsi Cadwaladr University Health Board as at 31 March 2025 and of its net operating costs for the year then ended;
- have been properly prepared in accordance with UK adopted international accounting standards as interpreted and adapted by HM Treasury's Financial Reporting Manual; and
- have been properly prepared in accordance with the National Health Service (Wales) Act 2006 and directions made there under by Welsh Ministers.

Opinion on regularity

In my opinion, except for the matter described in the Basis for Qualified Regularity Opinion section of my report, in all material respects, the expenditure and income in the financial statements have been applied to the purposes intended by the Senedd and the financial transactions recorded in the financial statements conform to the authorities which govern them. Basis for Qualified Opinion on regularity I have qualified my opinion on the regularity of the Betsi Cadwaladr University Health Board's financial statements because the Health Board has breached its resource limit by spending £31.52 million over the amount that it was authorised to spend in the three-year period 2022-2023 to 2024-2025.

This spend constitutes irregular expenditure. Further detail is set out in my Report on page 30.

Basis for opinions

I conducted my audit in accordance with applicable law and International Standards on Auditing in the UK (ISAs (UK)) and Practice Note 10 'Audit of financial statements and regularity of public sector bodies in the United Kingdom'. My responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of my certificate.

My staff and I are independent of the Board in accordance with the ethical requirements that are relevant to my audit of the financial statements in the UK including the Financial Reporting Council's Ethical Standard, and I have fulfilled my other ethical responsibilities in accordance

with these requirements. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinions.

Conclusions relating to going concern

In auditing the financial statements, I have concluded that the use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work I have performed, I have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the body's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from when the financial statements are authorised for issue.

My responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this certificate.

The going concern basis of accounting for Betsi Cadwaladr University Health Board is adopted in consideration of the requirements set out in HM Treasury's Government Financial Reporting Manual, which require entities to adopt the going concern basis of accounting in the preparation of the financial statements where it anticipated that the services which they provide will continue into the future.

Other Information

The other information comprises the information included in the annual report other than the financial statements and my auditor's report thereon. The Chief Executive is responsible for the other information contained within the annual report. My opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in my report, I do not express any form of assurance conclusion thereon.

My responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If I identify such material inconsistencies or apparent material misstatements, I am required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact.

I have nothing to report in this regard.

Opinion on other matters

In my opinion, the part of the remuneration report to be audited has been properly prepared in accordance with the National Health Service (Wales) Act 2006 and directions made there under by Welsh Ministers.

In my opinion, based on the work undertaken in the course of my audit:

- the parts of the Accountability Report subject to audit have been properly prepared in accordance with the National Health Service (Wales) Act 2006 and directions made there under by Welsh Ministers' directions; and

- the information given in the Performance and Accountability Reports for the financial year for which the financial statements are prepared is consistent with the financial statements and is in accordance with Welsh Ministers' guidance.

Matters on which I report by exception

In the light of the knowledge and understanding of Betsi Cadwaladr University Health Board and its environment obtained in the course of the audit, I have not identified material misstatements in the Performance Report or the Governance Statement.

I have nothing to report in respect of the following matters, which I report to you, if, in my opinion:

- I have not received all the information and explanations I require for my audit;
- adequate accounting records have not been kept or returns adequate for my audit have not been received from branches not visited by my team;
- the financial statements and the audited part of the Accountability Report are not in agreement with the accounting records and returns;
- information specified by HM Treasury or Welsh Ministers regarding remuneration and other transactions is not disclosed;
- certain disclosures of remuneration specified by HM Treasury's Government Financial Reporting Manual are not made or parts of the Remuneration Report to be audited are not in agreement with the accounting records and returns; or
- the Governance Statement does not reflect compliance with HM Treasury's guidance.

Responsibilities of Directors and the Chief Executive for the financial statements

As explained more fully in the Statements of Directors' and Chief Executive's Responsibilities, the Directors and the Chief Executive are responsible for:

- maintaining adequate accounting records;
- the preparation of financial statements and annual report in accordance with the applicable financial reporting framework and for being satisfied that they give a true and fair view;
- ensuring that the annual report and financial statements as a whole are fair, balanced and understandable;
- ensuring the regularity of financial transactions;
- internal controls as the Directors and Chief Executive determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error; and
- assessing Betsi Cadwaladr University Health Board's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Directors and Chief Executive anticipate that the services provided by Betsi Cadwaladr University Health Board will not continue to be provided in the future.

Auditor's responsibilities for the audit of the financial statements

My responsibility is to audit, certify and report on the financial statements in accordance with the National Health Service (Wales) Act 2006.

My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a certificate that includes my opinion.

Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. I design procedures in line with my responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

My procedures included the following:

- Enquiring of management, the audited entity's head of internal audit and those charged with governance, including obtaining and reviewing supporting documentation relating to Betsi Cadwaladr University Health Board's policies and procedures concerned with:
 - identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud; and
 - the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- Considering as an audit team how and where fraud might occur in the financial statements and any potential indicators of fraud. As part of this discussion, I identified potential for fraud in the following areas: management override and expenditure recognition.
- Obtaining an understanding of Betsi Cadwaladr University Health Board's framework of authority as well as other legal and regulatory frameworks that Betsi Cadwaladr University Health Board operates in, focusing on those laws and regulations that had a direct effect on the financial statements or that had a fundamental effect on the operations of Betsi Cadwaladr University Health Board.
- Obtaining an understanding of related party relationships.

In addition to the above, my procedures to respond to identified risks included the following:

- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with relevant laws and regulations discussed above.
- Enquiring of management, the Audit Committee and legal advisors about actual and potential litigation and claims.
- Reading minutes of meetings of those charged with governance and the Board.
- In addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

I also communicated relevant identified laws and regulations and potential fraud risks to all audit team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

The extent to which my procedures are capable of detecting irregularities, including fraud, is affected by the inherent difficulty in detecting irregularities, the effectiveness of Betsi Cadwaladr University Health Board's controls, and the nature, timing and extent of the audit procedures performed.

A further description of the auditor's responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website www.frc.org.uk/auditorsresponsibilities. This description forms part of my auditor's report.

Other auditor's responsibilities I am also required to obtain evidence sufficient to give reasonable assurance that the expenditure and income recorded in the financial statements have been applied to the purposes intended by the Senedd and the financial transactions recorded in the financial statements conform to the authorities which govern them.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Report

Please see my Report on page 30.



Adrian Crompton
Auditor General for Wales
27 June 2025

1 Capital Quarter
Tyndall Street
Cardiff
CF10 4BZ

The maintenance and integrity of Betsi Cadwaladr University Health Board's website is the responsibility of the Accounting Officer; the work carried out by auditors does not involve consideration of these matters and accordingly auditors accept no responsibility for any changes that may have occurred to the financial statements since they were initially presented on the website.

Report of the Auditor General to the Senedd

Introduction

Under the Public Audit Wales Act 2004, I am responsible for auditing, certifying and reporting on Betsi Cadwaladr University Health Board's (the Health Board) financial statements. I am reporting on these financial statements for the year ended 31 March 2025 to draw attention to two key matters for my audit. These are the failure against the first financial duty and consequential qualification of my 'regularity' opinion and the failure of the second financial duty. I have not qualified my 'true and fair' opinion in respect of any of these matters.

Financial duties

The Health Board is required to meet two statutory financial duties – known as the first and second financial duties.

For 2024-25, the Health Board failed to meet both the first and the second financial duty.

Failure of the first financial duty

The first financial duty gives additional flexibility to the Health Board by allowing them to balance their income with their expenditure over a three-year rolling period. The three-year period being measured under this duty this year is 2022-2023 to 2024-2025.

As shown in Note 2.1 to the Financial Statements, the Health Board did not manage its revenue expenditure within its resource allocation over this three-year period, exceeding its cumulative revenue resource limit of £6,483 million by £31.5 million.

Where a Health Board does not balance its books over a rolling three-year period, any expenditure over the resource allocation (i.e. spending limit) for those three years exceeds the Health Board's authority to spend and is therefore 'irregular'. In such circumstances, I am required to qualify my 'regularity opinion' irrespective of the value of the excess spend.

Failure of the second financial duty

The second financial duty requires the Health Board to prepare and have approved by the Welsh Ministers a rolling three-year integrated medium-term plan. This duty is an essential foundation to the delivery of sustainable quality health services. A Health Board will be deemed to have met this duty for 2024-25 if it submitted a 2024 to 2027 plan approved by its Board to the Welsh Ministers, who were required to review and consider approval of the plan.

As shown in Note 2.3 to the Financial Statements, the Health Board did not meet its second financial duty to have an approved three-year integrated medium-term plan in place for the period 2024 to 2027.



Adrian Crompton
Auditor General for Wales
27 June 2025

Part Three – The Financial Statements The Audited Annual Accounts 2024-25

BETSI CADWALADR UNIVERSITY LOCAL HEALTH BOARD

FOREWORD

These accounts have been prepared by the Local Health Board under schedule 9 section 178 Para 3(1) of the National Health Service (Wales) Act 2006 (c.42) in the form in which the Welsh Ministers have, with the approval of the Treasury, directed.

Statutory background

Betsi Cadwaladr University Local Health Board was established on 1st October 2009 under Statutory Instrument 2009 No.1558 (W.153) The National Health Service Trusts (Transfer of Staff, Property, Rights and Liabilities) (Wales) Order - 2009. This involved the merger of North Wales NHS Trust, North West Wales NHS Trust, Anglesey Local Health Board, Conwy Local Health Board, Denbighshire Local Health Board, Flintshire Local Health Board, Gwynedd Local Health Board and Wrexham Local Health Board into the new organisation.

The Health Board provides a full range of primary, community, mental health and acute hospital services to the population of North Wales from three main hospitals (Ysbyty Gwynedd in Bangor, Ysbyty Glan Clwyd in Bodelwyddan and Wrexham Maelor Hospital) along with a network of community hospitals, health centres, clinics, mental health units and community team bases. The Health Board also coordinates the work of GP practices and NHS services provided by dentists, opticians and pharmacists in North Wales.

Performance Management and Financial Results

Welsh Health Circular WHC/2016/054 replaces WHC/2015/014 'Statutory and Administrative Financial Duties of NHS Trusts and Local Health Boards' and further clarifies the statutory financial duties of NHS Wales bodies and is effective for 2024-25. The annual financial duty has been revoked and the statutory breakeven duty has reverted to a three year duty, with the first assessment of this duty in 2016-17.

Local Health Boards in Wales must comply fully with the Treasury's Financial Reporting Manual to the extent that it is applicable to them. As a result, the primary statement of in-year income and expenditure is the Statement of Comprehensive Net Expenditure, which shows the net operating cost incurred by the Local Health Board which is funded by the Welsh Government. This funding is allocated on receipt directly to the General Fund in the Statement of Financial Position.

Under the National Health Services Finance (Wales) Act 2014, the annual requirement to achieve balance against Resource Limits has been replaced with a duty to ensure, in a rolling 3 year period, that its aggregate expenditure does not exceed its aggregate approved limits.

The Act came into effect from 1st April 2014 and under the Act the first assessment of the 3 year rolling financial duty took place at the end of 2016-17.

Statement of Comprehensive Net Expenditure for the year ended 31 March 2025

	Note	2024-25 £000	2023-24 £000
Expenditure on Primary Healthcare Services	3.1	388,380	363,541
Expenditure on healthcare from other providers	3.2	545,841	497,627
Expenditure on Hospital and Community Health Services	3.3	1,570,411	1,460,089
		<u>2,504,632</u>	<u>2,321,257</u>
Less: Miscellaneous Income	4	(176,531)	(162,834)
LHB net operating costs before interest and other gains and losses		2,328,101	2,158,423
Investment Revenue	5	0	0
Other (Gains) / Losses	6	(142)	(5)
Finance costs	7	477	394
Net operating costs for the financial year		<u>2,328,436</u>	<u>2,158,812</u>

Details of the Health Board's performance against its revenue and capital allocations over the last three financial periods are provided in Note 2 on page 27.

The notes on pages 8 to 79 form part of these accounts.

Other Comprehensive Net Expenditure

	2024-25	2023-24
	£000	£000
Net (gain) / loss on revaluation of property, plant and equipment	(7,122)	(21,570)
Net (gain)/loss on revaluation of right of use assets	0	73
Net (gain) / loss on revaluation of intangibles	0	0
(Gain) / loss on other reserves	0	0
Net (gain)/ loss on revaluation of PPE & Intangible assets held for sale	0	0
Net (gain)/loss on revaluation of financial assets held for sale	0	0
Impairment and reversals	0	0
Transfers between reserves	0	0
Transfers to / (from) other bodies within the Resource Accounting Boundary	0	0
Reclassification adjustment on disposal of available for sale financial assets	0	0
Other comprehensive net expenditure for the year	(7,122)	(21,497)
Total comprehensive net expenditure for the year	<u>2,321,314</u>	<u>2,137,315</u>

The notes on pages 8 to 79 form part of these accounts.

Statement of Financial Position as at 31 March 2025

	Notes	31 March 2025 £000	31 March 2024 £000
Non-current assets			
Property, plant and equipment	11	710,083	689,777
Right of Use Assets	11.3	30,135	34,183
Intangible assets	12	787	1,159
Trade and other receivables	15	119,692	84,596
Other financial assets	16	0	0
Total non-current assets		860,697	809,715
Current assets			
Inventories	14	20,500	20,936
Trade and other receivables	15	128,673	107,702
Other financial assets	16	0	0
Cash and cash equivalents	17	5,880	5,027
		155,053	133,665
Non-current assets classified as "Held for Sale"	11	545	348
Total current assets		155,598	134,013
Total assets		1,016,295	943,728
Current liabilities			
Trade and other payables	18	(232,319)	(209,642)
Other financial liabilities	19	0	0
Provisions	20	(53,897)	(47,054)
Total current liabilities		(286,216)	(256,696)
Net current assets/ (liabilities)		(130,618)	(122,683)
Non-current liabilities			
Trade and other payables	18	(23,876)	(27,458)
Other financial liabilities	19	0	0
Provisions	20	(120,860)	(85,899)
Total non-current liabilities		(144,736)	(113,357)
Total assets employed		585,343	573,675
Financed by :			
Taxpayers' equity			
General Fund		367,197	353,626
Revaluation reserve		218,146	220,049
Total taxpayers' equity		585,343	573,675

The financial statements on pages 2 to 7 were approved by the Board on 26th June 2025 and signed on its behalf by:

Chief Executive and Accountable Officer:



Date: 26th June 2025

The notes on pages 8 to 79 form part of these accounts.

Statement of Changes in Taxpayers' Equity For the year ended 31 March 2025

	General Fund £000	Revaluation Reserve £000	Total Reserves £000
Changes in taxpayers' equity for 2024-25			
Balance as at 31 March 2024	353,626	220,049	573,675
NHS Wales Transfer	0	0	0
RoU Asset Transitioning Adjustment	0	0	0
Impact of IFRS 16 on PPP/PFI Liability	0	0	0
Balance at 1 April 2024	353,626	220,049	573,675
Net operating cost for the year	(2,328,436)		(2,328,436)
Net gain/(loss) on revaluation of property, plant and equipment	0	7,122	7,122
Net gain/(loss) on revaluation of right of use assets	0	0	0
Net gain/(loss) on revaluation of intangible assets	0	0	0
Net gain/(loss) on revaluation of financial assets	0	0	0
Net gain/(loss) on revaluation of assets held for sale	0	0	0
Impairments and reversals	0	0	0
Other Reserve Movement	0	0	0
Transfers between reserves	9,025	(9,025)	0
Release of reserves to SoCNE	0	0	0
Transfers to/from LHBs	0	0	0
Total recognised income and expense for 2024-25	(2,319,411)	(1,903)	(2,321,314)
Net Welsh Government funding	2,263,333		2,263,333
Notional Welsh Government Funding	69,649		69,649
Balance at 31 March 2025	367,197	218,146	585,343

Notional Welsh Government funding line includes 9.4% staff employer pension and Pensions Annual Allowance Charge Compensation Scheme (PAACCS) costs paid centrally by Welsh Government.

The Department of Health and Social Care (DHSC) 2023-24 consultation on the NHS Pension Scheme confirmed that the transitional approach that has operated since 2019-20 for employer contributions will continue in 2024-25. From 1st April 2024 an employer rate of 23.7% (23.78% inclusive of the administration charge) will apply.

However, the NHS Business Services Authority will continue to only collect 14.38% from NHS Wales employers under their normal monthly payment process to the NHS Pension Scheme. This has resulted in an increase in the central payments made by Welsh Government from 6.3% to 9.4%.

Notional Welsh Government funding split:

Notional 9.4% staff employer pension £69,636,000

Pensions Annual Allowance Charge Compensation Scheme (PAACCS) £13,000

Transfers between reserves relates to the reversal of prior period upward revaluations of non-current assets.

The notes on pages 8 to 79 form part of these accounts.

Statement of Changes in Taxpayers' Equity For the year ended 31 March 2024

	General Fund £000	Revaluation Reserve £000	Total Reserves £000
Changes in taxpayers' equity for 2023-24			
Balance at 31 March 2023	304,389	207,670	512,059
NHS Wales Transfer	0	0	0
RoU Asset Transitioning Adjustment	(177)	0	(177)
Balance at 1 April 2023	<u>304,212</u>	<u>207,670</u>	<u>511,882</u>
Net operating cost for the year	(2,158,812)	-	(2,158,812)
Net gain/(loss) on revaluation of property, plant and equipment	0	21,570	21,570
Net gain/(loss) on revaluation of right of use assets	0	(73)	(73)
Net gain/(loss) on revaluation of intangible assets	0	0	0
Net gain/(loss) on revaluation of financial assets	0	0	0
Net gain/(loss) on revaluation of assets held for sale	0	0	0
Impairments and reversals	0	0	0
Other reserve movement	0	0	0
Transfers between reserves	9,118	(9,118)	0
Release of reserves to SoCNE	0	0	0
Transfers to/from LHBs	0	0	0
Total recognised income and expense for 2023-24	<u>(2,149,694)</u>	<u>12,379</u>	<u>(2,137,315)</u>
Net Welsh Government funding	2,155,923	-	2,155,923
Notional Welsh Government Funding	43,185	-	43,185
Balance at 31 March 2024	<u><u>353,626</u></u>	<u><u>220,049</u></u>	<u><u>573,675</u></u>

The Notional Welsh Government funding line includes the 6.3% staff employer pension costs and Pensions Annual Allowance Charge Compensation Scheme (PAACCS) costs paid centrally by Welsh Government.

Notional Welsh Government funding split:

Notional 6.3% staff employer pension £43,170,000

Pensions Annual Allowance Charge Compensation Scheme (PAACCS) £15,000

Transfers between reserves relates to the reversal of prior period upward revaluations for non-current assets that were impaired during 2023-24.

The notes on pages 8 to 79 form part of these accounts.

Statement of Cash Flows for year ended 31 March 2025

	2024-25 £000	2023-24 £000
Cash Flows from operating activities		
Net operating cost for the financial year	(2,328,436)	(2,158,812)
Movements in Working Capital	27 (33,687)	(66,181)
Other cash flow adjustments	28 174,611	127,598
Provisions utilised	20 (20,992)	(22,055)
Net cash outflow from operating activities	(2,208,504)	(2,119,450)
Cash Flows from investing activities		
Purchase of property, plant and equipment	(49,636)	(29,364)
Proceeds from disposal of property, plant and equipment	491	5
Purchase of intangible assets	(25)	(119)
Proceeds from disposal of intangible assets	0	0
Payment for other financial assets	0	0
Proceeds from disposal of other financial assets	0	0
Payment for other assets	0	0
Proceeds from disposal of other assets	0	0
Net cash inflow/(outflow) from investing activities	(49,170)	(29,478)
Net cash inflow/(outflow) before financing	(2,257,674)	(2,148,928)
Cash Flows from financing activities		
Welsh Government funding (including capital)	2,263,333	2,155,923
Capital receipts surrendered	0	0
Capital grants received	0	0
Capital element of payments in respect of finance leases and on-SoFP PFI Schemes	(64)	(61)
Capital element of payments in respect of on-SoFP PFI	0	0
Capital element of payments in respect of Right of Use Assets	(4,742)	(4,820)
Cash transferred (to)/ from other NHS bodies	0	0
Net financing	2,258,527	2,151,042
Net increase/(decrease) in cash and cash equivalents	853	2,114
Cash and cash equivalents (and bank overdrafts) at 1 April 2024	5,027	2,913
Cash and cash equivalents (and bank overdrafts) at 31 March 2025	5,880	5,027

The notes on pages 8 to 79 form part of these accounts.

Notes to the Accounts

1. Accounting policies

The Minister for Health and Social Services has directed that the financial statements of Local Health Boards (LHBs) in Wales shall meet the accounting requirements of the NHS Wales Manual for Accounts. Consequently, the following financial statements have been prepared in accordance with the 2024-25 Manual for Accounts. The accounting policies contained in that manual follow the 2024-25 Financial Reporting Manual (FReM) in accordance with international accounting standards in conformity with the requirements of the Companies Act 2006, to the extent that they are meaningful and appropriate to the NHS in Wales.

Where the LHB Manual for Accounts permits a choice of accounting policy, the accounting policy which is judged to be most appropriate to the particular circumstances of the LHB for the purpose of giving a true and fair view has been selected. The particular policies adopted by the LHB are described below. They have been applied consistently in dealing with items considered material in relation to the accounts.

1.1. Accounting convention

These accounts have been prepared under the historical cost convention modified to account for the revaluation of property, plant and equipment, intangible assets and inventories.

1.2. Acquisitions and discontinued operations

Activities are considered to be 'acquired' only if they are taken on from outside the public sector. Activities are considered to be 'discontinued' only if they cease entirely. They are not considered to be 'discontinued' if they transfer from one public sector body to another.

1.3. Income and funding

The main source of funding for the LHBs are allocations (Welsh Government funding) from the Welsh Government within an approved cash limit, which is credited to the General Fund of the LHB. Welsh Government funding is recognised in the financial period in which the cash is received.

Non-discretionary funding outside the Revenue Resource Limit is allocated to match actual expenditure incurred for the provision of specific pharmaceutical, or ophthalmic services identified by the Welsh Government. Non-discretionary expenditure is disclosed in the accounts and deducted from operating costs charged against the Revenue Resource Limit.

Funding for the acquisition of fixed assets received from the Welsh Government is credited to the General Fund.

Miscellaneous income is income which relates directly to the operating activities of the LHB and is not funded directly by the Welsh Government. This includes payment for services uniquely provided by the LHB for the Welsh Government such as funding provided to agencies and non-activity costs incurred by the LHB in its provider role. Income received from LHBs transacting with other LHBs is always treated as miscellaneous income.

From 2018-19, IFRS 15 Revenue from Contracts with Customers has been applied, as interpreted and adapted for the public sector, in the FREM. It replaces the previous standards IAS 11 Construction Contracts and IAS 18 Revenue and related IFRIC and SIC interpretations. The potential amendments identified as a result of the adoption of IFRS 15 are significantly below materiality levels.

Income is accounted for applying the accruals convention. Income is recognised in the period in which services are provided. Where income had been received from third parties for a specific activity to be delivered in the following financial year, that income will be deferred. Only non-NHS income may be deferred.

1.4. Employee benefits

1.4.1. Short-term employee benefits

Salaries, wages and employment-related payments are recognised in the period in which the service is received from employees and the Health Board does not routinely permit carry-over of annual leave between leave years for staff on Agenda for Change or Executive and Senior Management contracts.

Staff on Medical and Dental Contracts, where the leave year is not linked to the financial year, may carry forward up to five days annual leave subject to an approval process. In exceptional circumstances where a staff member has been expressly prevented from taking their annual leave entitlement because of service needs or due to taking another form of leave then carry-over of leave may be authorised.

In these circumstances the cost of leave earned but not taken by employees at the end of the financial period has been recognised as a liability in the 2024-25 financial statements.

1.4.2. Retirement benefit costs

Past and present employees are covered by the provisions of the NHS Pensions Scheme. The scheme is an unfunded, defined benefit scheme that covers NHS employers, General Practices and other bodies, allowed under the direction of the Secretary of State, in England and Wales. The scheme is not designed to be run in a way that would enable NHS bodies to identify their share of the underlying scheme assets and liabilities. Therefore, the scheme is accounted for as if it were a defined contribution scheme: the cost to the NHS body of participating in the scheme is taken as equal to the contributions payable to the scheme for the accounting period.

The Department of Health and Social Care (DHSC) 2023-24 consultation on the NHS Pension Scheme confirmed that the transitional approach that has operated since 2019-20 for employer contributions will continue in 2024-25. From 1st April 2024 an employer rate of 23.7% (23.78% inclusive of the administration charge) will apply. However, the NHS Business Services Authority will continue to only collect 14.38% from NHS Wales employers under their normal monthly payment process to the NHS Pension Scheme. This has resulted in an increase in the central payments made by Welsh Government directly to the Pension Scheme administrator, the NHS Business Services Authority (BSA the NHS Pensions Agency) from 6.3% to 9.4%.

However, NHS Wales' organisations are required to account for their staff employer contributions of 23.78% in full and on a gross basis, in their annual accounts. Payments made on their behalf by Welsh Government are accounted for on a notional basis. For detailed information see the Other Note within these accounts.

For early retirements other than those due to ill health the additional pension liabilities are not funded by the scheme. The full amount of the liability for the additional costs is charged to expenditure at the time the NHS Wales organisation commits itself to the retirement, regardless of the method of payment.

Where employees are members of the Local Government Superannuation Scheme, which is a defined benefit pension scheme this is disclosed. The scheme assets and liabilities attributable to those employees can be identified and are recognised in the NHS Wales organisation's accounts. The assets are measured at fair value and the liabilities at the present value of the future obligations. The increase in the liability arising from pensionable service earned during the year is recognised within operating expenses. The expected gain during the year from scheme assets is recognised within finance income. The interest cost during the year arising from the unwinding of the discount on the scheme liabilities is recognised within finance costs.

1.4.3. NEST Pension Scheme

An alternative pensions scheme for employees not eligible to join the NHS Pensions scheme has to be offered. The NEST (National Employment Savings Trust) Pension scheme is a defined contribution scheme and therefore the cost to the NHS body of participating in the scheme is equal to the contributions payable to the scheme for the accounting period.

1.5. Other expenses

Other operating expenses for goods or services are recognised when, and to the extent that, they have been received. They are measured at the fair value of the consideration payable.

1.6. Property, plant and equipment

1.6.1. Recognition

Property, plant and equipment is capitalised if:

- it is held for use in delivering services or for administrative purposes;
- it is probable that future economic benefits will flow to, or service potential will be supplied to, the NHS Wales organisation;
- it is expected to be used for more than one financial year;
- the cost of the item can be measured reliably; and
- the item has cost of at least £5,000; or
- Collectively, a number of items have a cost of at least £5,000 and individually have a cost of more than £250, where the assets are functionally interdependent, they had broadly simultaneous purchase dates, are anticipated to have simultaneous disposal dates and are under single managerial control; or
- Items form part of the initial equipping and setting-up cost of a new building, ward or unit, irrespective of their individual or collective cost.

Where a large asset, for example a building, includes a number of components with significantly different asset lives, the components are treated as separate assets and depreciated over their own useful economic lives.

1.6.2. Valuation

All property, plant and equipment are measured initially at cost, representing the cost directly attributable to acquiring or constructing the asset and bringing it to the location and condition necessary for it to be capable of operating in the manner intended by management.

Land and buildings used for services or for administrative purposes are stated in the Statement of Financial Position (SoFP) at their revalued amounts, being the fair value at the date of revaluation less any subsequent accumulated depreciation and impairment losses. Revaluations are performed with sufficient regularity to ensure that carrying amounts are not materially different from those that would be determined at the end of the reporting period. Fair values are determined as follows:

- Land and non-specialised buildings – market value for existing use

- Specialised buildings – depreciated replacement cost

HM Treasury has adopted a standard approach to depreciated replacement cost valuations based on modern equivalent assets and, where it would meet the location requirements of the service being provided, an alternative site can be valued. NHS Wales' organisations have applied these new valuation requirements from 1st April 2009.

Properties in the course of construction for service or administration purposes are carried at cost, less any impairment loss. Cost includes professional fees but not borrowing costs, which are recognised as expenses immediately, as allowed by IAS 23 for assets held at fair value. Assets are revalued and depreciation commences when they are brought into use.

In 2022-23 a formal revaluation exercise was applied to land and properties. The carrying value of existing assets at that date will be written off over their remaining useful lives and new fixtures and equipment are carried at depreciated historic cost as this is not considered to be materially different from fair value.

An increase arising on revaluation is taken to the revaluation reserve except when it reverses an impairment for the same asset previously recognised in expenditure, in which case it is credited to expenditure to the extent of the decrease previously charged there. A revaluation decrease that does not result from a loss of economic value or service potential is recognised as an impairment charged to the revaluation reserve to the extent that there is a balance on the reserve for the asset and, thereafter, to expenditure. Impairment losses that arise from a clear consumption of economic benefit should be taken to expenditure.

References in IAS 36 to the recognition of an impairment loss of a revalued asset being treated as a revaluation decrease to the extent that the impairment does not exceed the amount in the revaluation surplus for the same asset, are adapted such that only those impairment losses that do not result from a clear consumption of economic benefit or reduction of service potential (including as a result of loss or damage resulting from normal business operations) should be taken to the revaluation reserve. Impairment losses that arise from a clear consumption of economic benefit should be taken to the Statement of Comprehensive Net Expenditure (SoCNE).

From 2015-16, IFRS 13 Fair Value Measurement must be complied with in full. However, IAS 16 and IAS 38 have been adapted for the public sector context which limits the circumstances under which a valuation is prepared under IFRS 13. Assets which are held for their service potential and are in use should be measured at their current value in existing use. For specialised assets current value in existing use should be interpreted as the present value of the assets remaining service potential, which can be assumed to be at least equal to the cost of replacing that service potential. Where there is no single class of asset that falls within IFRS 13, disclosures should be for material items only.

In accordance with the adaptation of IAS 16 in table 6.2 of the FReM, for non-specialised assets in operational use, current value in existing use is interpreted as market value for existing use which is defined in the RICS Red Book as Existing Use Value (EUV).

Assets which were most recently held for their service potential but are surplus should be valued at current value in existing use, if there are restrictions on the NHS organisation or the asset which would prevent access to the market at the reporting date. If the NHS organisation could access the market then the surplus asset should be used at fair value using IFRS 13. In determining whether such an asset which is not in use is surplus, an assessment should be made on whether there is a clear plan to bring the asset back into use as an operational asset. Where there is a clear plan, the asset is not surplus and the current value in existing use should be maintained. Otherwise the asset should be assessed as being surplus and valued under IFRS13.

Assets which are not held for their service potential should be valued in accordance with IFRS 5 or IAS 40 depending on whether the asset is actively held for sale. Where an asset is not being used to deliver services and there is no plan to bring it back into use, with no restrictions on sale, and it does not meet the IAS 40 and IFRS 5 criteria, these assets are surplus and are valued at fair value using IFRS 13.

1.6.3. Subsequent expenditure

Where subsequent expenditure enhances an asset beyond its original specification, the directly attributable cost is capitalised. Where subsequent expenditure restores the asset to its original specification, the expenditure is capitalised and any carrying value of the item replaced is written-out and charged to the SoCNE. As highlighted in previous years the NHS in Wales does not have systems in place to ensure that all items being "replaced" can be identified and hence the cost involved to be quantified. The NHS in Wales has thus established a national protocol to ensure it complies with the standard as far as it is able to which is outlined in the capital accounting chapter of the Manual For Accounts. This dictates that to ensure that asset carrying values are not materially overstated, for All Wales Capital Schemes that are completed in a financial year, NHS Wales organisations are required to obtain a revaluation during that year (prior to them being brought into use) and also similar revaluations are needed for all Discretionary Building Schemes completed which have a spend greater than £0.5m. The write downs identified are then charged to operating expenses.

1.7. Intangible assets

1.7.1. Recognition

Intangible assets are non-monetary assets without physical substance, which are capable of sale separately from the rest of the business or which arise from contractual or other legal rights. They are recognised only when it is probable that future economic benefits will flow to, or service potential be provided to, the NHS Wales organisation; where the cost of the asset can be measured reliably, and where the cost is at least £5,000.

Intangible assets acquired separately are initially recognised at fair value. Software that is integral to the operating of hardware, for example an operating system, is capitalised as part of the relevant item of property, plant and equipment. Software that is not integral to the operation of hardware, for example application software, is capitalised as an intangible asset. Expenditure on research is not capitalised: it is recognised as an operating expense in the period in which it is incurred. Internally-generated assets are recognised if, and only if, all of the following have been demonstrated:

- the technical feasibility of completing the intangible asset so that it will be available for use.
- the intention to complete the intangible asset and use it.
- the ability to use the intangible asset.
- how the intangible asset will generate probable future economic benefits.
- the availability of adequate technical, financial and other resources to complete the intangible asset and use it.
- the ability to measure reliably the expenditure attributable to the intangible asset during its development.

1.7.2 Measurement

The amount initially recognised for internally-generated intangible assets is the sum of the expenditure incurred from the date when the criteria above are initially met. Where no internally-generated intangible asset can be recognised, the expenditure is recognised in the period in which it is incurred.

Following initial recognition, intangible assets are carried at fair value by reference to an active market, or, where no active market exists, at amortised replacement cost (modern equivalent assets basis), indexed for relevant price increases, as a proxy for fair value. Internally-developed software is held at historic cost to reflect the opposing effects of increases in development costs and technological advances.

1.8. Depreciation, amortisation and impairments

Freehold land, assets under construction and assets held for sale are not depreciated.

Otherwise, depreciation and amortisation are charged to write off the costs or valuation of property, plant and equipment and intangible non-current assets, less any residual value, over their estimated useful lives, in a manner that reflects the consumption of economic benefits or service potential of the assets. The estimated useful life of an asset is the period over which the NHS Wales Organisation expects to obtain economic benefits or service potential from the asset. This is specific to the NHS Wales organisation and may be shorter than the physical life of the asset itself. Estimated useful lives and residual values are reviewed each year end, with the effect of any changes recognised on a prospective basis. Assets held under finance leases are depreciated over the shorter of the lease term and estimated useful lives.

At each reporting period end, the NHS Wales organisation checks whether there is any indication that any of its tangible or intangible non-current assets have suffered an impairment loss. If there is indication of an impairment loss, the recoverable amount of the asset is estimated to determine whether there has been a loss and, if so, its amount. Intangible assets not yet available for use are tested for impairment annually.

Impairment losses that do not result from a loss of economic value or service potential are taken to the revaluation reserve to the extent that there is a balance on the reserve for the asset and, thereafter, to the SoCNE. Impairment losses that arise from a clear consumption of economic benefit are taken to the SoCNE. The balance on any revaluation reserve (up to the level of the impairment) to which the impairment would have been charged under IAS 36 are transferred to retained earnings. Right of use (ROU) asset impairments are reflected in ROU liability.

1.9. Research and Development

Research and development expenditure is charged to operating costs in the year in which it is incurred, except insofar as it relates to a clearly defined project, which can be separated from patient care activity and benefits therefrom can reasonably be regarded as assured. Expenditure so deferred is limited to the value of future benefits expected and is amortised through the SoCNE on a systematic basis over the period expected to benefit from the project.

1.10 Non-current assets held for sale

Non-current assets are classified as held for sale if their carrying amount will be recovered principally through a sale transaction rather than through continuing use. This condition is regarded as met when the sale is highly probable, the asset is available for immediate sale in its present condition and management is committed to the sale, which is expected to qualify for recognition as a completed sale,

within one year from the date of classification. Non-current assets held for sale are measured at the lower of their previous carrying amount and fair value less costs to sell. Fair value is open market value including alternative uses.

The profit or loss arising on disposal of an asset is the difference between the sale proceeds and the carrying amount and is recognised in the SoCNE. On disposal, the balance for the asset on the revaluation reserve, is transferred to the General Fund.

Property, plant and equipment that is to be scrapped or demolished does not qualify for recognition as held for sale. Instead it is retained as an operational asset and its economic life adjusted. The asset is derecognised when it is scrapped or demolished.

1.11 Leases

A lease is a contract or part of a contract that conveys the right to use an asset for a period of time in exchange for consideration.

IFRS 16 leases is effective across public sector from 1st April 2022. The transition to IFRS 16 has been completed in accordance with paragraph C5 (b) of the Standard, applying IFRS 16 requirements retrospectively recognising the cumulative effects at the date of initial application.

In the transition to IFRS 16 a number of elections and practical expedients offered in the standard have been employed. These are as follows: The entity has applied the practical expedient offered in the standard per paragraph C3 to apply IFRS 16 to contracts or arrangements previously identified as containing a lease under the previous leasing standards IAS 17 leases and IFRIC 4 determining whether an arrangement contains a lease and not to those that were identified as not containing a lease under previous leasing standards.

On initial application the LHB has measured the right of use assets for leases previously classified as operating leases per IFRS 16 C8 (b)(ii), at an amount equal to the lease liability adjusted for accrued or prepaid lease payments.

No adjustments have been made for operating leases in which the underlying asset is of low value per paragraph C9 (a) of the standard.

The transitional provisions have not been applied to operating leases whose terms end within 12 months of the date of initial application per paragraph C10 (c) of IFRS 16.

Hindsight is used to determine the lease term when contracts or arrangements contain options to extend or terminate the lease in accordance with C10 (e) of IFRS 16.

Due to transitional provisions employed the requirements for identifying a lease within paragraphs 9 to 11 of IFRS 16 are not employed for leases in existence at the initial date of application. Leases entered into on or after the 1st April 2022 will be assessed under the requirements of IFRS 16.

There are further expedients or election that have been employed by the LHB in applying IFRS 16.

These include:

- the measurement requirements under IFRS 16 are not applied to leases with a term of 12 months or less under paragraph 5 (a) of IFRS 16
- the measurement requirements under IFRS 16 are not applied to leases where the underlying asset is of a low value which are identified as those assets of a value of less than £5,000, excluding any irrecoverable VAT, under paragraph 5 (b) of IFRS 16

The LHB will not apply IFRS 16 to any new leases of intangible assets, applying the treatment described in section 1.7 instead.

The LHB is required to apply IFRS 16 to lease like arrangements entered into with other public sector entities that are in substance akin to an enforceable contract, that in their formal legal form may not be enforceable. Prior to accounting for such arrangements under IFRS 16 the LHB has assessed that in all other respects these arrangements meet the definition of a lease under the standard.

The LHB is required to apply IFRS 16 to lease like arrangements entered into in which consideration exchanged is nil or nominal, therefore significantly below market value. These arrangements are described as peppercorn leases. Such arrangements are again required to meet the definition of a lease in every other respect prior to inclusion in the scope of IFRS 16. The accounting for peppercorn arrangements aligns to that identified for donated assets. Peppercorn leases are different in substance to arrangements in which consideration is below market value but not significantly below market value.

The nature of the accounting policy change for the lessee is more significant than for the lessor under IFRS 16. IFRS 16 introduces a singular lessee approach to measurement and classification in which lessees recognise a right of use asset.

For the lessor leases remain classified as finance leases when substantially all the risks and rewards incidental to ownership of an underlying asset are transferred to the lessee. When this transfer does not occur, leases are classified as operating leases.

1.11.1 Betsi Cadwaladr University LHB as lessee

At the commencement date for the leasing arrangement a lessee shall recognise a right of use asset and corresponding lease liability. The LHB employs a revaluation model for the subsequent measurement of its right of use assets unless cost is considered to be an appropriate proxy for current value in existing use or fair value in line with the accounting policy for owned assets. Where consideration exchanged is identified as below market value, cost is not considered to be an appropriate proxy to value the right of use asset.

Irrecoverable VAT is expensed in the period to which it relates and therefore not included in the measurement of the lease liability and consequently the value of the right of use asset.

The incremental borrowing rate of 0.95% has been applied to the lease liabilities recognised at the date of initial application of IFRS 16.

Where changes in future lease payments result from a change in an index or rate or rent review, the lease liabilities are remeasured using an unchanged discount rate.

Where there is a change in a lease term or an option to purchase the underlying asset the LHB applies a revised rate to the remaining lease liability.

Where existing leases are modified the LHB must determine whether the arrangement constitutes a separate lease and apply the standard accordingly.

Lease payments are recognised as an expense on a straight-line or another systematic basis over the lease term, where the lease term is in substance 12 months or less, or is elected as a lease containing low value underlying asset by the LHB.

1.11.2 Betsi Cadwaladr University LHB as lessor

A lessor shall classify each of its leases as an operating or finance lease. A lease is classified as finance lease when the lease substantially transfers all the risks and rewards incidental to ownership of an underlying asset. Where substantially all the risks and rewards are not transferred, a lease is classified as an operating lease.

Amounts due from lessees under finance leases are recorded as receivables at the amount of the LHB's net investment in the leases. Finance lease income is allocated to accounting periods to reflect a constant periodic rate of return on the LHB's net investment outstanding in respect of the leases.

Income from operating leases is recognised on a straight-line or another systematic basis over the term of the lease. Initial direct costs incurred in negotiating and arranging an operating lease are added to the carrying amount of the leased asset and recognised as an expense on a straight-line basis over the lease term.

Where the LHB is an intermediate lessor, being a lessor and a lessee regarding the same underlying asset, classification of the sublease is required to be made by the intermediate lessor considering the term of the arrangement and the nature of the right of use asset arising from the head lease.

On transition the LHB has reassessed the classification of all of its continuing subleasing arrangements to include peppercorn leases.

1.12. Inventories

Whilst it is accounting convention for inventories to be valued at the lower of cost and net realisable value using the weighted average or "first-in first-out" cost formula, it should be recognised that the NHS is a special case in that inventories are not generally held for the intention of resale and indeed there is no market readily available where such items could be sold. Inventories are valued at cost and this is considered to be a reasonable approximation to fair value due to the high turnover of stocks. Work-in-progress comprises goods in intermediate stages of production. Partially completed contracts for patient services are not accounted for as work-in-progress.

1.13. Cash and cash equivalents

Cash is cash in hand and deposits with any financial institution repayable without penalty on notice of not more than 24 hours. Cash equivalents are investments that mature in three months or less from the date of acquisition and that are readily convertible to known amounts of cash with insignificant risk of change in value. In the Statement of Cash flows (SoCF), cash and cash equivalents are shown net of bank overdrafts that are repayable on demand and that form an integral part of the cash management.

1.14. Provisions

Provisions are recognised when the LHB has a present legal or constructive obligation as a result of a past event, it is probable that the LHB will be required to settle the obligation, and a reliable estimate can be made of the amount of the obligation. The amount recognised as a provision is the best estimate of the expenditure required to settle the obligation at the end of the reporting period, taking into account the risks and uncertainties. Where a provision is measured using the cash flows estimated to settle the obligation, its carrying amount is the present value of those cash flows using the discount rate supplied by HM Treasury.

When some or all of the economic benefits required to settle a provision are expected to be recovered from a third party, the receivable is recognised as an asset if it is virtually certain that reimbursements will be received and the amount of the receivable can be measured reliably.

Present obligations arising under onerous contracts are recognised and measured as a provision. An onerous contract is considered to exist where the LHB has a contract under which the unavoidable costs of meeting the obligations under the contract exceed the economic benefits expected to be received under it.

A restructuring provision is recognised when the LHB has developed a detailed formal plan for the restructuring and has raised a valid expectation in those affected that it will carry out the restructuring by starting to implement the plan or announcing its main features to those affected by it. The measurement of a restructuring provision includes only the direct expenditures arising from the restructuring, which are those amounts that are both necessarily entailed by the restructuring and not associated with ongoing activities of the entity.

1.14.1. Clinical negligence and personal injury costs

The Welsh Risk Pool Services (WRPS) operates a risk pooling scheme which is co-funded by the Welsh Government with the option to access a risk sharing agreement funded by the participative NHS Wales bodies. The risk sharing option was implemented in both 2023-24 and 2024-25. The WRPS is hosted by Velindre University NHS Trust.

1.14.2. Future Liability Scheme (FLS) - General Medical Practice Indemnity (GMPI)

The FLS is a state backed scheme to provide clinical negligence General Medical Practice Indemnity (GMPI) for providers of GMP services in Wales.

In March 2019, the Minister issued a Direction to Velindre University NHS Trust to enable Legal and Risk Services to operate the Scheme. The GMPI is underpinned by new secondary legislation, The NHS (Clinical Negligence Scheme) (Wales) Regulations 2019 which came into force on 1st April 2019.

GMP Service Providers are not direct members of the GMPI FLS, their qualifying liabilities are the subject of an arrangement between them and their relevant LHB, which is a member of the scheme. The qualifying reimbursements to the LHB are not subject to the £25,000 excess.

1.15. Financial Instruments

From 2018-19 IFRS 9 Financial Instruments has applied, as interpreted and adapted for the public sector, in the FReM. The principal impact of IFRS 9 adoption by NHS Wales' organisations, was to change the calculation basis for bad debt provisions, changing from an incurred loss basis to a lifetime expected credit loss (ECL) basis.

All entities applying the FReM recognised the difference between previous carrying amount and the carrying amount at the beginning of the annual reporting period that included the date of initial application in the opening general fund within Taxpayer's equity.

1.16. Financial assets

Financial assets are recognised on the SoFP when the LHB becomes party to the financial instrument contract or, in the case of trade receivables, when the goods or services have been delivered. Financial assets are derecognised when the contractual rights have expired or the asset has been transferred.

The accounting policy choice allowed under IFRS 9 for long term trade receivables, contract assets which do contain a significant financing component (in accordance with IFRS 15), and lease receivables within the scope of IAS 17 has been withdrawn and entities should always recognise a loss allowance at an amount equal to lifetime Expected Credit Losses. All entities applying the FReM should utilise IFRS 9's simplified approach to impairment for relevant assets.

IFRS 9 requirements required a revised approach for the calculation of the bad debt provision, applying the principles of expected credit loss, using the practical expedients within IFRS 9 to construct a provision matrix.

1.16.1. Financial assets are initially recognised at fair value

Financial assets are classified into the following categories: financial assets 'at fair value through SoCNE'; 'held to maturity investments'; 'available for sale' financial assets, and 'loans and receivables'. The classification depends on the nature and purpose of the financial assets and is determined at the time of initial recognition.

1.16.2. Financial assets at fair value through SoCNE

Embedded derivatives that have different risks and characteristics to their host contracts, and contracts with embedded derivatives whose separate value cannot be ascertained, are treated as financial assets at fair value through SoCNE. They are held at fair value, with any resultant gain or loss recognised in the SoCNE. The net gain or loss incorporates any interest earned on the financial asset.

1.16.3 Held to maturity investments

Held to maturity investments are non-derivative financial assets with fixed or determinable payments and fixed maturity, and there is a positive intention and ability to hold to maturity. After initial recognition, they are held at amortised cost using the effective interest method, less any impairment. Interest is recognised using the effective interest method.

1.16.4. Available for sale financial assets

Available for sale financial assets are non-derivative financial assets that are designated as available for sale or that do not fall within any of the other three financial asset classifications. They are measured at fair value with changes in value taken to the revaluation reserve, with the exception of impairment losses. Accumulated gains or losses are recycled to the SoCNE on de-recognition.

1.16.5. Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments which are not quoted in an active market. After initial recognition, they are measured at amortised cost using the effective interest method, less any impairment. Interest is recognised using the effective interest method.

Fair value is determined by reference to quoted market prices where possible, otherwise by valuation techniques.

The effective interest rate is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset, to the net carrying amount of the financial asset.

At the SOFP date, the LHB assesses whether any financial assets, other than those held at 'fair value through profit and loss' are impaired. Financial assets are impaired and impairment losses recognised if there is objective evidence of impairment as a result of one or more events which occurred after the initial recognition of the asset and which has an impact on the estimated future cash flows of the asset.

For financial assets carried at amortised cost, the amount of the impairment loss is measured as the difference between the asset's carrying amount and the present value of the revised future cash flows discounted at the asset's original effective interest rate. The loss is recognised in the SoCNE and the carrying amount of the asset is reduced directly, or through a provision of impairment of receivables.

If, in a subsequent period, the amount of the impairment loss decreases and the decrease can be related objectively to an event occurring after the impairment was recognised, the previously recognised impairment loss is reversed through the SoCNE to the extent that the carrying amount of the receivable at the date of the impairment is reversed does not exceed what the amortised cost would have been had the impairment not been recognised.

1.17. Financial liabilities

Financial liabilities are recognised on the SOFP when the LHB becomes party to the contractual provisions of the financial instrument or, in the case of trade payables, when the goods or services have been received. Financial liabilities are de-recognised when the liability has been discharged, that is, the liability has been paid or has expired.

1.17.1. Financial liabilities are initially recognised at fair value

Financial liabilities are classified as either financial liabilities at fair value through the SoCNE or other financial liabilities.

1.17.2. Financial liabilities at fair value through the SoCNE

Embedded derivatives that have different risks and characteristics to their host contracts, and contracts with embedded derivatives whose separate value cannot be ascertained, are treated as financial liabilities at fair value through profit and loss. They are held at fair value, with any resultant gain or loss recognised in the SoCNE. The net gain or loss incorporates any interest earned on the financial asset.

1.17.3. Other financial liabilities

After initial recognition, all other financial liabilities are measured at amortised cost using the effective interest method. The effective interest rate is the rate that exactly discounts estimated future cash payments through the life of the asset, to the net carrying amount of the financial liability. Interest is recognised using the effective interest method.

1.18. Value Added Tax (VAT)

Most of the activities of the NHS Wales organisation are outside the scope of VAT and, in general, output tax does not apply and input tax on purchases is not recoverable. Irrecoverable VAT is charged to the relevant expenditure category or included in the capitalised purchase cost of fixed assets. Where output tax is charged or input VAT is recoverable, the amounts are stated net of VAT.

1.19. Foreign currencies

Transactions denominated in a foreign currency are translated into sterling at the exchange rate ruling on the dates of the transactions. Resulting exchange gains and losses are taken to the SoCNE. At the SoFP date, monetary items denominated in foreign currencies are retranslated at the rates prevailing at the reporting date.

1.20. Third party assets

Assets belonging to third parties (such as money held on behalf of patients) are not recognised in the accounts since the NHS Wales organisation has no beneficial interest in them. Details of third party assets are given in the Notes to the accounts.

1.21. Losses and Special Payments

Losses and special payments are items that the Welsh Government would not have contemplated when it agreed funds for the health service or passed legislation. By their nature they are items that ideally should not arise. They are therefore subject to special control procedures compared with the generality of payments. They are divided into different categories, which govern the way each individual case is handled.

Losses and special payments are charged to the relevant functional headings in the SoCNE on an accruals basis, including losses which would have been made good through insurance cover had the LHB not been bearing their own risks (with insurance premiums then being included as normal revenue expenditure). However, the note on losses and special payments is compiled directly from the losses register which is prepared on a cash basis.

The LHB accounts for all losses and special payments gross (including assistance from the WRP).

The LHB accrues or provides for the best estimate of future pay-outs for certain liabilities and discloses all other potential payments as contingent liabilities, unless the probability of the liabilities becoming payable is remote.

All claims for losses and special payments are provided for where the probability of settlement of an individual claim is over 50%. Where reliable estimates can be made, incidents of clinical negligence against which a claim has not, as yet, been received are provided in the same way. Expected reimbursements from the WRP are included in debtors. For those claims where the probability of settlement is between 5- 50%, the liability is disclosed as a contingent liability.

1.22. Pooled budgets

The LHB has entered into pooled budget arrangements with local authorities across north Wales. Under these arrangements funds are pooled in accordance with Section 33 of the NHS (Wales) Act 2006 for specific activities as defined in Note 32 - Pooled budgets.

The LHB accounts for its share of the assets, liabilities, income and expenditure from these activities in accordance with each pooled budget's arrangement.

1.23. Critical Accounting Judgements and key sources of estimation uncertainty

In the application of the accounting policies, management is required to make judgements, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources.

The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from those estimates. The estimates and underlying assumptions are continually reviewed. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or the period of the revision and future periods if the revision affects both current and future periods.

1.24. Key sources of estimation uncertainty

The following are the key assumptions concerning the future, and other key sources of estimation uncertainty at the SoFP date, that have a significant risk of causing material adjustment to the carrying amounts of assets and liabilities within the next financial year.

Significant estimations are made in relation to on-going clinical negligence and personal injury claims. Assumptions as to the likely outcome, the potential liabilities and the timings of these litigation claims are provided by independent legal advisors. Any material changes in liabilities associated with these claims would be recoverable through the Welsh Risk Pool.

Significant estimations are also made for continuing care costs resulting from claims post 1st April 2003. An assessment of likely outcomes, potential liabilities and timings of these claims are made on a case by case basis. Material changes associated with these claims would be adjusted in the period in which they are revised.

Estimates are also made for contracted primary care services. These estimates are based on the latest payment levels. Changes associated with these liabilities are adjusted in the following reporting period.

1.24.1. Provisions

The LHB provides for legal or constructive obligations for clinical negligence, personal injury and defence costs that are of uncertain timing or amount at the balance sheet date on the basis of the best estimate of the expenditure required to settle the obligation.

Claims are funded via the Welsh Risk Pool Services (WRPS) which receives an annual allocation from Welsh Government to cover the cost of reimbursement requests submitted to the bi-monthly WRPS Committee. Following settlement to individual claimants by the NHS Wales organisation, the full cost is recognised in year and matched to income (less a £25K excess) via a WRPS debtor, until reimbursement has been received from the WRPS Committee.

1.24.2. Probable & Certain Cases – Accounting Treatment

A provision for these cases is calculated in accordance with IAS 37. Cases are assessed and divided into four categories according to their probability of settlement;

Remote	Probability of Settlement	0 – 5%
	Accounting Treatment	Remote Contingent Liability.
Possible	Probability of Settlement	6% - 49%
	Accounting Treatment	Defence Fee - Provision Contingent Liability for all other estimated expenditure
Probable	Probability of Settlement	50% - 94%
	Accounting Treatment	Full Provision
Certain	Probability of Settlement	95% - 100%
	Accounting Treatment	Full Provision

The provision for probable and certain cases is based on case estimates of individual reported claims received by Legal & Risk Services within NHS Wales Shared Services Partnership.

The solicitor will estimate the case value including defence fees, using professional judgement and from obtaining counsel advice. Valuations are then discounted for the future loss elements using individual life expectancies and the Government Actuary's Department actuarial tables (Ogden tables) and Personal Injury Discount Rate of 0.5%.

Future liabilities for certain & probable cases with a probability of 95%-100% and 50%- 94% respectively are held as a provision on the balance sheet. Cases typically take a number of years to settle, particularly for high value cases where a period of development is necessary to establish the full extent of the injury caused.

1.25 Discount Rates

The LHB applies discount rates provided by H M Treasury's Public Expenditure System (PES) to provisions for post employment benefits reported in Note 20 Provisions on pages 58 and 59. The relevant discount rate for 2024-25 is 2.40% (2023-24 - 2.45%)

The impact of unwinding of discounts is reported in Note 7 Finance Costs on page 32.

1.26 Private Finance Initiative (PFI) transactions

HM Treasury has determined that government bodies shall account for infrastructure PFI schemes where the government body controls the use of the infrastructure and the residual interest in the infrastructure at the end of the arrangement as service concession arrangements, following the principles of the requirements of IFRIC 12. The LHB therefore recognises the PFI asset as an item of property, plant and equipment together with a liability to pay for it. The services received under the contract are recorded as operating expenses.

The annual unitary payment is separated into the following component parts, using appropriate estimation techniques where necessary:

- a) Payment for the fair value of services received;
- b) Payment for the PFI asset, including finance costs; and
- c) Payment for the replacement of components of the asset during the contract 'lifecycle replacement'.

1.26.1. Services received

The fair value of services received in the year is recorded under the relevant expenditure headings within 'operating expenses'.

1.26.2. PFI asset

The PFI assets are recognised as property, plant and equipment, when they come into use. The assets are measured initially at fair value in accordance with the principles of IAS 17. Subsequently, the assets are measured at fair value, which is kept up to date in accordance with the LHB's approach for each relevant class of asset in accordance with the principles of IAS 16.

1.26.3. PFI liability

A PFI liability is recognised at the same time as the PFI assets are recognised.

Prior year treatment

It is measured initially at the same amount as the fair value of the PFI assets and is subsequently measured as a finance lease liability in accordance with IAS 17.

An annual finance cost is calculated by applying the implicit interest rate in the lease to the opening lease liability for the period, and is charged to 'Finance Costs' within the SoCNE.

The element of the annual unitary payment that is allocated as a finance lease rental is applied to meet the annual finance cost and to repay the lease liability over the contract term.

An element of the annual unitary payment increase due to cumulative indexation is allocated to the finance lease. In accordance with IAS 17, this amount is not included in the minimum lease payments, but is instead treated as contingent rent and is expensed as incurred. In substance, this amount is a finance cost in respect of the liability and the expense is presented as a contingent finance cost in the SoCNE.

1.26.4 Impact of IFRS 16 on on-balance sheet PFI/PPP Schemes as from 1st April 2023.

On-balance sheet PPP arrangements should be based on IFRS 16 accounting principles from 2023-24.

When measuring the liability for on-balance sheet PPP contracts containing capital payments linked to a price index IFRS 16 requires that a lessee shall remeasure the lease liability where there is a change in future lease payments resulting from a change in an index or a rate used to determine those payments. The lessee shall remeasure the lease liability to reflect those revised lease payments only when there is a change in the cash flows.

Initial remeasurement - the future PPP liability will need to be remeasured at 1st April 2023 to include the actual indexation-linked changes to payments for the capital/infrastructure element which have taken effect in the cash flows since the PPP agreement commenced. This should use a cumulative catch-up approach, where the cumulative effect is recognised as an adjustment to the opening balance of retained earnings.

Subsequent measurement - The PPP liability will continue to require remeasurements whenever cash payments change in response to indexation movements as set out in the individual PPP contract. The double entry for the subsequent liability remeasurement should be Debit Finance Cost, Credit PPP liability.

The liability does not include estimated future indexation linked increases.

1.26.5. Lifecycle replacement

Components of the asset replaced by the operator during the contract ('lifecycle replacement') are capitalised where they meet the LHB's criteria for capital expenditure. They are capitalised at the time they are provided by the operator and are measured initially at their fair value.

The element of the annual unitary payment allocated to lifecycle replacement is pre-determined for each year of the contract from the operator's planned programme of lifecycle replacement. Where the lifecycle component is provided earlier or later than expected, a short-term finance lease liability or prepayment is recognised respectively.

Where the fair value of the lifecycle component is less than the amount determined in the contract, the difference is recognised as an expense when the replacement is provided. If the fair value is greater than the amount determined in the contract, the difference is treated as a 'free' asset and a deferred income balance is recognised. The deferred income is released to the operating income over the shorter of the remaining contract period or the useful economic life of the replacement component.

1.26.6. Assets contributed by the LHB to the operator for use in the scheme

Assets contributed for use in the scheme continue to be recognised as items of property, plant and equipment in the LHB's SoFP.

1.26.7. Other assets contributed by the LHB to the operator

Assets contributed (e.g. cash payments, surplus property) by the LHB to the operator before the asset is brought into use, which are intended to defray the operator's capital costs, are recognised initially as prepayments during the construction phase of the contract. Subsequently, when the asset is made available to the LHB, the prepayment is treated as an initial payment towards the finance lease liability and is set against the carrying value of the liability.

A PFI liability is recognised at the same time as the PFI assets are recognised. It is measured at the present value of the minimum lease payments, discounted using the implicit interest rate. It is subsequently measured as a finance lease liability in accordance with IAS 17.

On initial recognition of the asset, the difference between the fair value of the asset and the initial liability is recognised as deferred income, representing the future service potential to be received by the NHS Wales organisation through the asset being made available to third party users.

1.27. Contingencies

A contingent liability is a possible obligation that arises from past events and whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the LHB, or a present obligation that is not recognised because it is not probable that a payment will be required to settle the obligation or the amount of the obligation cannot be measured sufficiently reliably. A contingent liability is disclosed unless the possibility of a payment is remote.

A contingent asset is a possible asset that arises from past events and whose existence will be confirmed by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the LHB. A contingent asset is disclosed where an inflow of economic benefits is probable.

Where the time value of money is material, contingencies are disclosed at their present value. Remote contingent liabilities are those that are disclosed under Parliamentary reporting requirements and not under IAS 37 and, where practical, an estimate of their financial effect is required.

1.28. Absorption accounting

Transfers of function are accounted for as either by merger or by absorption accounting dependent upon the treatment prescribed in the FReM. Absorption accounting requires that entities account for their transactions in the period in which they took place with no restatement of performance required.

Where transfer of function is between LHBs the gain or loss resulting from the assets and liabilities transferring is recognised in the SoCNE and is disclosed separately from the operating costs.

1.29. Accounting standards that have been issued but not yet been adopted

The following accounting standards have been issued and or amended by the IASB and IFRIC but have not been adopted because they are not yet required to be adopted by the FReM

IFRS14 Regulatory Deferral Accounts - Applies to first time adopters of IFRS after 1st January 2016. Therefore not applicable.

IFRS 17 Insurance Contracts - Application required for accounting periods beginning on or after 1st January 2023, Standard is UK endorsed and adopted by the FReM. The date of initial application is the beginning of the annual reporting period in which IFRS 17 is first applied. In central government the date of initial application is 1st April 2025.

IFRS 18 Presentation and Disclosure in Financial Statements - Application required for accounting periods beginning on or after 1st January 2027. Standard is not yet UK endorsed and not yet adopted by the FReM. Early adoption is not permitted.

IFRS 19 Subsidiaries without Public Accountability: Disclosures - Application required for accounting periods beginning on or after 1st January 2027. Standard is not yet UK endorsed and not yet adopted by the FReM. Early adoption is not permitted.

1.30. Accounting standards issued that have been adopted early

During 2024-25 there have been no accounting standards that have been adopted early. All early adoption of accounting standards will be led by HM Treasury.

1.31. Charities

Following Treasury's agreement to apply IAS 27 to NHS Charities from 1st April 2013, the LHB has established that as it is the corporate trustee of the linked charity "Betsi Cadwaladr University Health Board Charity and Other Related Charities", it is considered for accounting standards compliance to have control of the Charity as a subsidiary. It is therefore required to consolidate the results of the Charity within the statutory accounts of the LHB.

The determination of control is an accounting standard test of control and there has been no change to the operation of the Charity or its independence in its management of charitable funds.

However, the LHB has with the agreement of the Welsh Government adopted the IAS 27 (10) exemption to consolidate. Welsh Government as the ultimate parent of the Local Health Boards will disclose the Charitable Accounts of Local Health Boards in the Welsh Government Consolidated Accounts.

Details of the transactions with the Charity are included in Note 30 Related Party Transactions.

2. Financial Duties Performance

The National Health Service Finance (Wales) Act 2014 came into effect from 1st April 2014. The Act amended the financial duties of Local Health Boards under section 175 of the National Health Service (Wales) Act 2006. From 1st April 2014 section 175 of the National Health Service (Wales) Act places two financial duties on Local Health Boards:

- A duty under section 175 (1) to secure that its expenditure does not exceed the aggregate of the funding allotted to it over a period of 3 financial years;
- A duty under section 175 (2A) to prepare a plan in accordance with planning directions issued by the Welsh Ministers, to secure compliance with the duty under section 175 (1) while improving the health of the people for whom it is responsible, and the provision of health care to such people, and for that plan to be submitted to and approved by the Welsh Ministers.

The first assessment of performance against the 3 year statutory duty under section 175 (1) was at the end of 2016-17, being the first 3 year period of assessment.

Welsh Health Circular WHC/2016/054 "Statutory and Financial Duties of Local Health Boards and NHS Trusts" clarifies the statutory financial duties of NHS Wales bodies effective from 2016-17.

2.1 Revenue Resource Performance

	Annual financial performance			
	2022-23 £000	2023-24 £000	2024-25 £000	Total £000
Net operating costs for the year	1,991,335	2,158,812	2,328,436	6,478,583
Less general ophthalmic services expenditure and other non-cash limited expenditure	1,790	1,777	854	4,421
Less unfunded revenue consequences of bringing PFI schemes onto SoFP	0	0	0	0
Less any non funded revenue consequences of IFRS 16	0	0	0	0
Total operating expenses	1,993,125	2,160,589	2,329,290	6,483,004
Revenue Resource Allocation	1,993,514	2,136,242	2,321,730	6,451,486
Under /(over) spend against Allocation	389	(24,347)	(7,560)	(31,518)

Betsi Cadwaladr University LHB has not met its financial duty to break-even against its Revenue Resource Limit over the 3 years 2022-23 to 2024-25.

The Health Board did not receive any additional cash-only support from Welsh Government during 2024-25. Cumulative cash-only support of £176.694m was received in previous financial periods to assist the Health Board with making payments to staff and suppliers; there is no requirement for this balance to be repaid to Welsh Government.

2.2 Capital Resource Performance

	2022-23	2023-24	2024-25	Total
	£000	£000	£000	£000
Gross capital expenditure	29,683	34,855	52,174	116,712
Add: Losses on disposal of donated assets	0	0	0	0
Less NBV on disposal of property, plant and equipment, right of use and intangible assets	0	0	(897)	(897)
Adjustment for transfers (to)/from NHS Trusts	0	0	0	0
Less capital grants received	0	0	0	0
Less donations received	(460)	(566)	(962)	(1,988)
Less IFRS16 Peppercorn income	0	0	0	0
Less initial recognition of RoU Asset Dilapidations	0	0	0	0
Charge against Capital Resource Allocation	29,223	34,289	50,315	113,827
Capital Resource Allocation	29,252	34,483	50,664	114,399
(Over) / Underspend against Capital Resource Allocation	29	194	349	572

Betsi Cadwaladr University LHB has met its financial duty to break-even against its Capital Resource Limit over the 3 years 2022-23 to 2024-25.

2.3 Duty to prepare a 3 year integrated plan

It is a statutory duty under the requirements of the NHS Finance (Wales) Act 2014 that all Health Boards in Wales prepare and submit an Integrated Medium-Term Plan (IMTP) to Welsh Government. The IMTP should provide a road map towards delivering improvements to population health needs, whilst also confirming plans for delivering financial break-even across three years. For 2024-25 Betsi Cadwaladr University LHB was unable to produce a Three Year Plan that met all of the requirements of Welsh Government.

The Health Board confirmed to Welsh Government via an Accountable Officer letter that it was unable to fulfil its statutory duty to produce a three year IMTP, in particular being unable to deliver financial balance over a three-year period. The Health Board instead submitted an Integrated Three Year Plan for 2024 to 2027 with a specific focus on 2024-25. This builds upon previous Annual Plan submissions and the Special Measures escalation plan for the Health Board, to produce a coordinated response to development and improvement.

Therefore, in line with section 175(2) of the National Health Service (Wales) Act 2006 (as amended by NHS Finance (Wales) Act 2014) and the NHS Wales Planning Framework, the organisation failed to meet its statutory duty to prepare a three-year integrated plan.

The Minister for Health and Social Services extant approval

Status
Date

Not approved
Not applicable

Betsi Cadwaladr University LHB has not therefore met its statutory duty to have an approved financial plan.

2.4 Creditor payment

The LHB is required to pay 95% of the number of non-NHS bills within 30 days of receipt of goods or a valid invoice (whichever is the later). The LHB has achieved the following results:

	2024-25	2023-24
Total number of non-NHS bills paid	395,093	415,369
Total number of non-NHS bills paid within target	377,799	392,504
Percentage of non-NHS bills paid within target	95.6%	94.5%

The LHB has met the target.

3. Analysis of gross operating costs

3.1 Expenditure on Primary Healthcare Services

	Cash limited £000	Non-cash limited £000	2024-25 Total £000	2023-24 Total £000
General Medical Services	169,570		169,570	155,174
Pharmaceutical Services	39,921	(10,859)	29,062	26,646
General Dental Services	36,446		36,446	35,759
General Ophthalmic Services	4,168	10,005	14,173	10,188
Other Primary Health Care expenditure	6,787		6,787	5,551
Prescribed drugs and appliances	132,342		132,342	130,223
Total	389,234	(854)	388,380	363,541

Return of excess funds from primary care contractors are included in the figures above

Included within other notes to the accounts

Additional Primary Care Expenditure	Positive	72	0
Additional Primary Care Income	Negative	(1,930)	0
Overall total		386,522	363,541

Note 3.1 Expenditure on Primary Healthcare Services includes £39,484,000 expenditure in respect of pay costs (2023-24 £35,202,000)

Additional Primary Care Expenditure of £72,000 relates to interest on obligations under Right of Use Leases included in Note 7: Finance Costs (2023-24 included in Note 3.1 £84,000) Additional Primary care income of £1,930,000 is included in Note 4 Miscellaneous Income on page 31. This income was previously netted-off against expenditure in Note 3.1 Expenditure on Primary Healthcare Services (2023-24 £1,323,000).

3.2 Expenditure on healthcare from other providers

	2024-25 £000	2023-24 £000
Goods and services from other NHS Wales Health Boards	7,727	7,077
Goods and services from other NHS Wales Trusts	9,694	10,451
Goods and services from Welsh Special Health Authorities	0	0
Goods and services from other non Welsh NHS bodies	84,218	87,837
Goods and services from NWJCC /WHSSC and EASC	273,064	242,659
Local Authorities	0	0
Voluntary organisations	14,974	11,151
NHS Funded Nursing Care	10,091	7,990
Continuing Care	129,808	120,100
Private providers	16,265	10,362
Specific projects funded by the Welsh Government	0	0
Other	0	0
Total	545,841	497,627

The private providers and voluntary organisations lines in Note 3.2 Expenditure on healthcare from other providers for 2024-25 include out of area treatment costs which were previously reported in Goods and services from other non Welsh NHS bodies. Costs included in these categories for 2024-25 are: private providers £10,116,000 and voluntary organisations £1,466,000.

The equivalent figures for 2023-24 were £7,772,000 for private providers and £250,000 for voluntary organisations. Prior year figures have not been restated.

3.3 Expenditure on Hospital and Community Health Services

	2024-25	2023-24
	£000	£000
Directors' costs	2,434	2,386
Operational Staff costs	1,140,157	1,067,678
Single lead employer Staff Trainee Cost	44,577	33,338
Collaborative Bank Staff Cost	0	0
Supplies and services - clinical	184,024	171,807
Supplies and services - general	63,523	56,811
Consultancy Services	1,087	805
Establishment	13,429	13,839
Transport	4,986	4,392
Premises	63,373	62,041
External Contractors	0	0
Depreciation	39,792	38,684
Depreciation Right of Use assets (RoU)	4,982	5,038
Amortisation	397	485
Fixed asset impairments and reversals (Property, plant & equipment)	(2,863)	(4,396)
Fixed asset impairments and reversals (RoU Assets)	0	579
Fixed asset impairments and reversals (Intangible assets)	0	0
Impairments & reversals of financial assets	0	0
Impairments & reversals of non-current assets held for sale	0	0
Audit fees	508	636
Other auditors' remuneration	0	0
Losses, special payments and irrecoverable debts	4,516	(1,788)
Research and Development	329	646
Expense related to short-term leases	115	201
Expense related to low-value asset leases (excluding short-term leases)	1,053	774
Other operating expenses	3,992	6,133
Total	1,570,411	1,460,089

3.4 Losses, special payments and irrecoverable debts: charges to operating expenses

	2024-25	2023-24
	£000	£000
Increase/(decrease) in provision for future payments:		
Clinical negligence;		
Secondary care	67,990	45,580
Primary care	1,600	40
Redress Secondary Care	215	356
Redress Primary Care	0	0
Personal injury	(753)	1,753
All other losses and special payments	894	(4,056)
Defence legal fees and other administrative costs	1,630	1,292
Gross increase/(decrease) in provision for future payments	71,576	44,965
Contribution to Welsh Risk Pool	0	10
Premium for other insurance arrangements	0	0
Irrecoverable debts	(65)	405
Less: income received/due from Welsh Risk Pool	(66,995)	(47,168)
Total	4,516	(1,788)

	2024-25	2023-24
	£	£
Permanent injury included within personal injury £:	264,263	243,632

Fixed asset impairments and reversals (Property, plant & equipment) in Note 3.3 includes a credit of £3,002,000 (2023-24 £8,482,000) in respect of the reversal of impairments charged to expenditure in previous periods. The value of impairment reversals is also reported in the Cost or valuation section of Note 11.1 Property, plant and equipment on page 41 of these accounts.

4. Miscellaneous Income

	2024-25	2023-24
	£000	£000
Local Health Boards	6,054	6,186
NWJCC/ WHSSC and EASC	54,400	51,207
NHS Wales trusts	8,806	6,947
Welsh Special Health Authorities	1,057	22,741
Foundation Trusts	853	1,020
Other NHS England bodies	20,327	17,964
Other NHS Bodies	204	521
Local authorities	13,750	13,205
Welsh Government	5,681	2,402
Welsh Government Hosted bodies	0	0
Non NHS:		
Prescription charge income	16	17
Dental fee income	4,186	3,963
Private patient income	545	646
Overseas patients (non-reciprocal)	184	155
Injury Costs Recovery (ICR) Scheme	1,153	1,225
Other income from activities	16,433	15,948
Patient transport services	0	0
Education, training and research	30,365	7,022
Charitable and other contributions to expenditure	2,019	1,905
Receipt of NWSSP Covid centrally purchased assets	0	0
Receipt of Covid centrally purchased assets from other organisations	0	0
Receipt of donated assets	0	0
Receipt of Government granted assets	0	0
Right of Use Grant (Peppercorn Lease)	0	0
Non-patient care income generation schemes	260	256
NHS Wales Shared Services Partnership (NWSSP)	1	0
Deferred income released to revenue	180	41
Right of Use Asset Sub-leasing rental income	0	0
Contingent rental income from finance leases	0	0
Rental income from operating leases	305	311
Other income:		
Provision of laundry, pathology, payroll services	225	159
Accommodation and catering charges	4,626	4,015
Mortuary fees	346	396
Staff payments for use of cars	840	826
Business Unit	0	0
Scheme Pays Reimbursement Notional	45	60
Other	3,670	3,696
Total	176,531	162,834
Other income includes;		
Staff recharges not included in other lines	988	1,228
Movement in Expected Credit Losses (ECLs) on invoiced income	285	(352)
Lease car handling charges income	429	55
VAT recovered income	225	138
Other	1,743	2,627
Total	3,670	3,696

	2024-25	2023-24
	%	%
Injury Cost Recovery (ICR) Scheme income		
To reflect expected rates of collection ICR income is subject to a provision for impairment of:	24.45	23.07

Injury Cost Recovery (ICR) Scheme

Whilst Injury Cost Recovery (ICR) Scheme income is generally subject to a provision for impairment of 24.45% to reflect expected rates of collection, the Health Board has further increased the provision impairment rate on specific aged cases in order to reflect the additional risk of potential non-recovery.

Charitable and other contributions to expenditure of £2,019,000 during 2024-25 (2023-24 £1,905,000) includes £1,057,000 for revenue expenditure (2023-24 £1,339,000) and 962,000 for the purchase of items of capital expenditure (2023-24 £566,000).

Education, training and research income

Following amended guidance in the 2024-25 Welsh Government Manual for Accounts, £23,577,000 income from Health Education and Improvement Wales (HEIW) that was previously reported in Welsh Special Health Authorities has this year being included in the Education, training and research line. The equivalent figure for 2023-24 was £21,616,000. Prior-year figures have not been restated as this updated guidance is only effective from 2024-25 onwards.

5. Investment Revenue

	2024-25	2023-24
	£000	£000
Rental revenue :		
PFI Finance lease income		
planned	0	0
contingent	0	0
Other finance lease revenue	0	0
Interest revenue :		
Bank accounts	0	0
Other loans and receivables	0	0
Impaired financial assets	0	0
Other financial assets	0	0
Total	0	0

6. Other gains and losses

	2024-25	2023-24
	£000	£000
Gain/(loss) on disposal of property, plant and equipment	142	5
Gain/(loss) on disposal other than by sale of right of use assets	0	0
Gain/(loss) on disposal of intangible assets	0	0
Gain/(loss) on disposal of assets held for sale	0	0
Gain/(loss) on disposal of financial assets	0	0
Change on foreign exchange	0	0
Change in fair value of financial assets at fair value through SoCNE	0	0
Change in fair value of financial liabilities at fair value through SoCNE	0	0
Recycling of gain/(loss) from equity on disposal of financial assets held for sale	0	0
Total	142	5

7. Finance costs

	2024-25	2023-24
	£000	£000
Interest on loans and overdrafts	0	0
Interest on obligations under finance leases	0	0
Interest on obligations under Right of Use Leases	380	309
Interest on obligations under PFI contracts;		
main finance cost	27	29
contingent finance cost	0	0
Impact of IFRS 16 on PPP/PFI contracts	0	0
Interest on late payment of commercial debt	2	7
Other interest expense	0	0
Total interest expense	409	345
Provisions unwinding of discount	68	49
Other finance costs	0	0
Total	477	394

8. Future charges to Statement of Comprehensive Net Expenditure (SoCNE)

LHB as lessee

As at 31st March 2025 the Health Board had 2,000 lease agreements in place; 303 arrangements in respect of equipment and 1,697 in respect of vehicles with 164 equipment and 394 vehicle leases having expired during the year.

The periods in which the remaining agreements will expire are shown below:

	2024-25	2024-25	2024-25	2023-24
	Low Value & Short Term	Other	Total	Total
	£000	£000	£000	£000
Payments recognised as an expense				
Minimum lease payments	7,477	0	7,477	6,219
Contingent rents	0	0	0	0
Sub-lease payments	0	0	0	0
Total	7,477	0	7,477	6,219
Total future minimum lease payments				
Payable	£000	£000	£000	£000
Not later than one year	7,065	0	7,065	5,797
Between one and five years	6,204	0	6,204	5,677
After 5 years	0	0	0	0
Total	13,269	0	13,269	11,474

LHB as lessor

	2024-25	2023-24
	£000	£000
Rental revenue		
Rent	333	253
Contingent rents	0	0
Total revenue rental	333	253
Total future minimum lease payments		
Receivable	£000	£000
Not later than one year	333	244
Between one and five years	366	327
After 5 years	736	674
Total	1,435	1,245

9. Employee benefits and staff numbers

9.1 Employee costs	Permanent Staff	Staff on Inward Secondment	Agency Staff	Specialist Trainee (SLE)	Collaborative Bank Staff	Other	Total	2023-24
	£000	£000	£000	£000	£000	£000	£000	£000
Salaries and wages	865,585	2,595	25,661	35,174	0	27,142	956,157	908,101
Social security costs	87,990	0	0	4,173	0	2,284	94,447	88,727
Employer contributions to NHS Pension Scheme	171,003	0	0	5,240	0	0	176,243	141,737
Other pension costs	496	0	0	0	0	0	496	621
Other employment benefits	58	0	0	0	0	0	58	75
Termination benefits	12	0	0	0	0	0	12	0
Total	1,125,144	2,595	25,661	44,587	0	29,426	1,227,413	1,139,261

Charged to capital							620	658
Charged to revenue							<u>1,226,793</u>	<u>1,138,603</u>
							<u>1,227,413</u>	<u>1,139,261</u>

Net movement in accrued employee benefits (untaken staff leave) (974) (8,956)

The "Other" staff column includes temporary and contract staff such as short-term direct engagement contracts, IR35 applicable staff, Out of Hours GPs, GMS Locum Doctors and Agency Commissioning Cost. Social Security costs relating to these groups of staff for the 2024-25 financial year are included within the Other column of the above note.

Other employment benefits relate to the costs associated with the 2019-20 Scheme Pays arrangements. Potential future liabilities of the scheme increased during 2024-25 and this increase has been matched funded by Welsh Government.

The decrease in accrued employee benefits as at 31st March 2025 relates to a reduction in untaken annual leave entitlements. Information on the arrangements in place for staff to carry forward untaken annual leave is provided in Accounting Policy Note 1.4.1 Short-term employee benefits on page 9.

9.2 Average number of employees

	Permanent Staff	Staff on Inward Secondment	Agency Staff	Specialist Trainee (SLE)	Collaborative Bank Staff	Other	Total	2023-24
	Number	Number	Number	Number	Number	Number	Number	Number
Administrative, clerical and board members	3,603	9	11	0	0	0	3,623	3,736
Medical and dental	1,157	12	4	479	0	83	1,735	1,760
Nursing, midwifery registered	5,744	0	238	0	0	0	5,982	5,917
Professional, Scientific, and technical staff	773	7	1	0	0	0	781	758
Additional Clinical Services	3,916	2	3	0	0	0	3,921	4,018
Allied Health Professions	1,212	0	25	0	0	31	1,268	1,260
Healthcare Scientists	321	0	0	0	0	1	322	289
Estates and Ancillary	1,330	0	1	0	0	0	1,331	1,369
Students	15	0	0	0	0	0	15	23
Total	18,071	30	283	479	0	115	18,978	19,130

9.3. Retirements due to ill-health

	2024-25	2023-24
Number	29	25
Estimated additional pension costs £	2,697,246	2,370,558

This note discloses the number and additional pension costs for individuals who retired early on ill-health grounds during the year. These additional pension costs have been calculated on an average basis and will be borne by the NHS Pension Scheme.

9.4 Employee benefits

Employee benefits refer to non-pay benefits which are not attributable to individual employees, for example group membership of a club. The Health Board does not operate any employee benefit schemes

9.5 Reporting of other compensation schemes - exit packages

9.5.1 Exit Packages Costs and Numbers

	2024-25	2024-25	2024-25	2024-25	2023-24
Exit packages cost band (including any special payment element)	Number of compulsory redundancies	Number of other departures	Total number of exit packages	Number of departures where special payments have been made	Total number of exit packages
	Whole numbers only	Whole numbers only	Whole numbers only	Whole numbers only	Whole numbers only
less than £10,000	0	60	60	0	1
£10,000 to £25,000	1	9	10	0	0
£25,000 to £50,000	0	0	0	0	0
£50,000 to £100,000	0	0	0	0	1
£100,000 to £150,000	0	0	0	0	0
£150,000 to £200,000	0	0	0	0	0
more than £200,000	0	0	0	0	0
Total	1	69	70	0	2

	2024-25	2024-25	2024-25	2024-25	2023-24
Exit packages cost band (including any special payment element)	Cost of compulsory redundancies	Cost of other departures	Total cost of exit packages	Cost of special element included in exit packages	Total cost of exit packages
	£	£	£	£	£
less than £10,000	0	222,254	222,254	0	8,775
£10,000 to £25,000	11,667	167,181	178,848	0	0
£25,000 to £50,000	0	0	0	0	0
£50,000 to £100,000	0	0	0	0	59,295
£100,000 to £150,000	0	0	0	0	0
£150,000 to £200,000	0	0	0	0	0
more than £200,000	0	0	0	0	0
Total	11,667	389,435	401,102	0	68,070

	Total paid in year	Total paid in year
	2024-25	2023-24
	£	£
Exit costs paid in year	357,347	68,070
Total	357,347	68,070

This disclosure reports the number and value of exit packages agreed and paid during the year. The actual date of departure may be in a subsequent period with the related expenses having been accrued in a previous year. Total exit costs reported as paid during 2024-25, the year of departure, were £357,347 (2023-24 £68,070).

Note 9.5.2 "Analysis of other departures" on page 36 details the categories of expenditure included as cost of other departures in Note 9.5.1. The disclosures in this note have been expanded in 2024-25 to include pay in lieu of notice (PILON) for all members of staff; previously this had only included individuals who were also being reported in the Remuneration Report. The equivalent total for PILON during 2023-24 was 48 payments totalling £324,442 (cost and payment). Prior year figures have not been restated.

Payments in respect of untaken annual leave have not been included in this note in 2024-25 (2023-24 - 1 payment for £8,775)

The Health Board pays all redundancy and other departure costs in accordance with the provisions of the NHS Voluntary Early Release Scheme (VERS). Additional costs relating to early retirements, including early retirements on grounds of redundancy for employees entitled to pension benefits, are met by the Health Board and not by the NHS Pension Scheme. Ill-health retirement costs are met by the NHS Pensions Scheme and are not included in the table.

9.5 Reporting of other compensation schemes - exit packages continued

9.5.2 Analysis of other departures

Type of other departures	2024-25 Agreements Number	2024-25 Total value of agreements £
Voluntary redundancies including early retirement contractual costs	0	0
Contractual payments in lieu of notice*	69	389,435
Exit payments following Employment Tribunals or court orders	0	0
Non-contractual payments requiring Welsh Government Approval**	0	0
Other please specify	0	0
Other please specify	0	0
Total	69	389435

This disclosure provides further detail for the number and value of "Other departures" agreed in the year and reported in Note 9.5.1 Exit Packages Costs and Numbers on page 35.

9.6 Fair Pay disclosures

9.6.1 Remuneration Relationship

Reporting bodies are required to disclose the relationship between the remuneration of the highest-paid director/employee in their organisation and the 25th percentile, median and 75th percentile remuneration of the organisation's workforce.

	2024-25 £000 Chief	2024-25 £000 Employee	2024-25 £000 Ratio	2023-24 £000 Chief	2023-24 £000 Employee	2023-24 £000 Ratio
Total pay and benefits	Executive	Employee	Ratio	Executive	Employee	Ratio
25th percentile pay ratio	263	27	9.74	253	26	9.83
Median pay	263	37	7.11	253	35	7.19
75th percentile pay ratio	263	47	5.60	253	45	5.56
Salary component of total pay and benefits						
25th percentile pay ratio	263	24		253	23	
Median pay	263	30		253	29	
75th percentile pay ratio	263	46		253	43	
	Highest Paid Director	Employee	Ratio	Highest Paid Director	Employee	Ratio
Total pay and benefits	Director	Employee	Ratio	Director	Employee	Ratio
25th percentile pay ratio	263	27	9.74	273	26	10.61
Median pay	263	37	7.11	273	35	7.76
75th percentile pay ratio	263	47	5.60	273	45	6
Salary component of total pay and benefits						
25th percentile pay ratio	263	24		273	23	
Median pay	263	30		273	29	
75th percentile pay ratio	263	46		273	43	

In 2024-25, 19 (2023-24, 14) employees received remuneration, including expenses, in excess of the highest-paid director.

Remuneration for all staff ranged from £23,970 to £460,400 (2023-24, £22,720 to £402,600). The all staff range includes directors (including the highest paid director) and excludes pension benefits of all employees. The Chief Executive salary for the remuneration relationship is based on actual salary, consistent with the Remuneration Report.

Financial Year Summary

The Remuneration Relationship of the Chief Executive remained largely unchanged during 2024-25 with only minor decreases across the various pay ratios. Remuneration Relationship ratios for the highest paid Director decreased during the year as the Chief Executive is the Highest Paid Director for 2024-25.

The median pay of the workforce increased by £2,000 (rounded) during the year, consistent with the previous year. Staff covered by the Agenda for Change agreement received an average 5.5% inflationary pay increase during 2024-25 (2023-24 5%). Medical Staff received an inflationary pay award of 6% (2023-25 5%).

9.6.2 Percentage Changes

	2023-24 to 2024-25	2022-23 to 2023-24
% Change from previous financial year in respect of Chief Executive	%	%
Salary and allowances	4	14
Performance pay and bonuses	0	0
% Change from previous financial year in respect of highest paid director		
Salary and allowances	(4)	(37)
Performance pay and bonuses	0	0
Average % Change from previous financial year in respect of employees takes as a whole		
Salary and allowances	6	6
Performance pay and bonuses	0	0

The highest paid director during 2024-25 was the Chief Executive.

The Health Board did not pay any performance pay or bonuses in 2024-25.

9.7 Pension costs

Past and present employees are covered by the provisions of the NHS Pension Schemes. Details of the benefits payable and rules of the schemes can be found on the NHS Pensions website at www.nhsbsa.nhs.uk/pensions. Both the 1995/2008 and 2015 schemes are accounted for, and the scheme liability valued, as a single combined scheme. Both are unfunded defined benefit schemes that cover NHS employers, GP practices and other bodies, allowed under the direction of the Secretary of State for Health and Social Care in England and Wales. They are not designed to be run in a way that would enable NHS bodies to identify their share of the underlying scheme assets and liabilities. Therefore, each scheme is accounted for as if it were a defined contribution scheme: the cost to the NHS body of participating in each scheme is taken as equal to the contributions payable to that scheme for the accounting period.

In order that the defined benefit obligations recognised in the financial statements do not differ materially from those that would be determined at the reporting date by a formal actuarial valuation, the FReM requires that “the period between formal valuations shall be four years, with approximate assessments in intervening years”.

An outline of these follows:

a) Accounting valuation

A valuation of scheme liability is carried out annually by the scheme actuary (currently the Government Actuary’s Department) as at the end of the reporting period. This utilises an actuarial assessment for the previous accounting period in conjunction with updated membership and financial data for the current reporting period, and is accepted as providing suitably robust figures for financial reporting purposes. The valuation of the scheme liability as at 31st March 2025, is based on valuation data as at 31st March 2023, updated to 31st March 2025 with summary global member and accounting data. In undertaking this actuarial assessment, the methodology prescribed in IAS 19, relevant FReM interpretations, and the discount rate prescribed by HM Treasury have also been used.

The latest assessment of the liabilities of the scheme is contained in the Statement by the Actuary, which forms part of the annual NHS Pension Scheme Annual Report and Accounts. These accounts can be viewed on the NHS Pensions website and are published annually. Copies can also be obtained from The Stationery Office.

b) Full actuarial (funding) valuation

The purpose of this valuation is to assess the level of liability in respect of the benefits due under the schemes (considering recent demographic experience), and to recommend the contribution rate payable by employers.

The latest actuarial valuation undertaken for the NHS Pension Scheme was completed as at 31st March 2020. The results of this valuation set the employer contribution rate payable from 1st April 2024 to 23.7% of pensionable pay. The core cost cap cost of the scheme was calculated to be outside of the 3% cost cap corridor as at 31st March 2020. However, when the wider economic situation was taken into account through the economic cost cap cost of the scheme, the cost cap corridor was not similarly breached. As a result, there was no impact on the member benefit structure or contribution rates.

The 2024 actuarial valuation is currently being prepared and will be published before new contribution rates are implemented from April 2027.

c) National Employment Savings Trust (NEST)

NEST is a workplace pension scheme, which was set up by legislation and is treated as a trust-based scheme. The Trustee responsible for running the scheme is NEST Corporation. It's a non-departmental public body (NDPB) that operates at arm's length from government and is accountable to Parliament through the Department for Work and Pensions (DWP).

NEST Corporation has agreed a loan with the Department for Work and Pensions (DWP). This has paid for the scheme to be set up and will cover expected shortfalls in scheme costs during the earlier years while membership is growing.

NEST Corporation aims for the scheme to become self-financing while providing consistently low charges to members.

Using qualifying earnings to calculate contributions, currently the legal minimum level of contributions is 8% of a jobholder's qualifying earnings, for employers whose legal duties have started. The employer must pay at least 3% of this.

The earnings band used to calculate minimum contributions under existing legislation is called qualifying earnings. Qualifying earnings are currently those between £6,240 and £50,270 for the 2024-25 tax year (2023-24 £6,240 and £50,270).

Restrictions on the annual contribution limits were removed on 1st April 2017.

10. Public Sector Payment Policy - Measure of Compliance

10.1 Prompt payment code - measure of compliance

The Welsh Government requires that Health Boards pay all their trade creditors in accordance with the CBI prompt payment code and Government Accounting rules. The Welsh Government has set as part of the Health Board financial targets a requirement to pay 95% of the number of non-NHS creditors within 30 days of delivery.

	2024-25	2024-25	2023-24	2023-24
	Number	£000	Number	£000
NHS				
Total bills paid	5,051	460,350	5,035	403,119
Total bills paid within target	4,468	442,950	4,455	382,457
Percentage of bills paid within target	88.5%	96.2%	88.5%	94.9%
Non-NHS				
Total bills paid	395,093	923,864	415,369	934,927
Total bills paid within target	377,799	900,129	392,504	906,772
Percentage of bills paid within target	95.6%	97.4%	94.5%	97.0%
Total				
Total bills paid	400,144	1,384,214	420,404	1,338,046
Total bills paid within target	382,267	1,343,079	396,959	1,289,229
Percentage of bills paid within target	95.5%	97.0%	94.4%	96.4%

During 2024-25 the Health Board paid 95.6% of non-NHS invoices by number within 30 days (2023-24 94.5%) and therefore achieved the Welsh Government performance measure.

10.2 The Late Payment of Commercial Debts (Interest) Act 1998

	2024-25	2023-24
	£	£
Amounts included within finance costs (note 7) from claims made under this legislation	1,701	7,417
Compensation paid to cover debt recovery costs under this legislation	770	3,521
Total	2,471	10,938

11.1 Property, plant and equipment

2024-25

	Land £000	Buildings, excluding dwellings £000	Dwellings £000	Assets under construction & payments on account £000	Plant and machinery £000	Transport equipment £000	Information technology £000	Furniture & fittings £000	Total £000
Cost at 31 March bf	48,517	577,736	21,980	19,660	127,976	850	33,764	6,832	837,315
Transfer of Finance Leases to ROU Asset Note	0	0	0	0	0	0	0	0	0
Cost or valuation at 1 April 2024	48,517	577,736	21,980	19,660	127,976	850	33,764	6,832	837,315
Indexation	335	7,660	379	0	0	0	0	0	8,374
Additions									
- purchased	0	0	0	35,474	6,607	50	7,520	67	49,718
- donated	0	236	0	0	622	89	0	0	947
- government granted	0	0	0	0	0	0	0	0	0
Transfer from/into other NHS bodies	0	0	0	0	0	0	0	0	0
Reclassifications	0	9,345	564	(12,875)	2,924	0	42	0	0
Revaluations	251	(755)	0	0	0	0	0	0	(504)
Reversal of impairments	235	2,750	17	0	0	0	0	0	3,002
Impairments	(85)	(54)	0	0	0	0	0	0	(139)
Reclassified as held for sale	(197)	(111)	0	0	0	0	0	0	(308)
Disposals	(355)	0	0	0	(8,797)	0	(5,828)	(701)	(15,681)
At 31 March 2025	48,701	596,807	22,940	42,259	129,332	989	35,498	6,198	882,724
Depreciation at 31 March bf	0	41,768	1,631	0	76,739	485	22,209	4,706	147,538
Transfer of Finance Leases to ROU Asset Note	0	0	0	0	0	0	0	0	0
Depreciation at 1 April 2024	0	41,768	1,631	0	76,739	485	22,209	4,706	147,538
Indexation	0	752	29	0	0	0	0	0	781
Transfer from/into other NHS bodies	0	0	0	0	0	0	0	0	0
Reclassifications	0	0	0	0	0	0	0	0	0
Revaluations	0	(33)	0	0	0	0	0	0	(33)
Reversal of impairments	0	0	0	0	0	0	0	0	0
Impairments	0	0	0	0	0	0	0	0	0
Reclassified as held for sale	0	(111)	0	0	0	0	0	0	(111)
Disposals	0	0	0	0	(8,797)	0	(5,828)	(701)	(15,326)
Provided during the year	0	22,203	832	0	11,588	100	4,451	618	39,792
At 31 March 2025	0	64,579	2,492	0	79,530	585	20,832	4,623	172,641
Net book value at 1 April 2024	48,517	535,968	20,349	19,660	51,237	365	11,555	2,126	689,777
Net book value at 31 March 2025	48,701	532,228	20,448	42,259	49,802	404	14,666	1,575	710,083
Net book value at 31 March 2025 comprises :									
Purchased	48,701	523,955	20,448	42,259	46,636	288	14,638	1,459	698,384
Donated	0	7,548	0	0	2,516	116	28	116	10,324
Government Granted	0	725	0	0	650	0	0	0	1,375
At 31 March 2025	48,701	532,228	20,448	42,259	49,802	404	14,666	1,575	710,083
Asset financing :									
Owned	48,701	531,194	20,448	42,259	49,802	404	14,666	1,575	709,049
On-SoFP MIMS Funded PPP contracts	0	0	0	0	0	0	0	0	0
On-SoFP PFI contracts	0	1,034	0	0	0	0	0	0	1,034
PFI residual interests	0	0	0	0	0	0	0	0	0
At 31 March 2025	48,701	532,228	20,448	42,259	49,802	404	14,666	1,575	710,083

The net book value of land, buildings and dwellings at 31 March 2025 comprises :

	£000
Freehold	598,309
Long Leasehold	3,068
Short Leasehold	0
	601,377

Valuers 'material uncertainty', in valuation. The disclosure relates to the materiality in the valuation report not that of the underlying account.

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11.1 Property, plant and equipment

2023-24	Assets under								Total £000
	Land £000	Buildings, excluding dwellings £000	Dwellings £000	construction & payments on account £000	Plant and machinery £000	Transport equipment £000	Information technology £000	Furniture & fittings £000	
Cost at 31 March bf	50,424	531,675	20,742	22,829	120,658	960	29,876	6,756	783,920
NHS Wales Transfers	0	0	0	0	0	0	0	0	0
Prepayments	0	0	0	0	0	0	0	0	0
Transfer of Finance Leases to ROU Asset Note	0	0	0	0	0	0	0	0	0
Cost or valuation at 1 April 2023	50,424	531,675	20,742	22,829	120,658	960	29,876	6,756	783,920
Indexation	(1,015)	23,295	1,183	0	0	0	0	0	23,463
Additions									
- purchased	0	0	0	21,400	4,143	53	4,047	76	29,719
- donated	0	122	0	0	408	0	36	0	566
- government granted	0	0	0	0	0	0	0	0	0
Transfer from/into other NHS bodies	0	0	0	0	0	0	0	0	0
Reclassifications	0	19,558	0	(24,569)	4,972	0	39	0	0
Revaluations	0	(1,261)	0	0	0	0	0	0	(1,261)
Reversal of impairments	0	8,427	55	0	0	0	0	0	8,482
Impairments	(544)	(3,542)	0	0	0	0	0	0	(4,086)
Reclassified as held for sale	(348)	(538)	0	0	0	0	0	0	(886)
Disposals	0	0	0	0	(2,205)	(163)	(234)	0	(2,602)
At 31 March 2024	48,517	577,736	21,980	19,660	127,976	850	33,764	6,832	837,315
Depreciation at 31 March bf	0	20,278	768	0	67,376	556	18,338	4,046	111,362
NHS Wales Transfers	0	0	0	0	0	0	0	0	0
Transfer of Finance Leases to ROU Asset Note	0	0	0	0	0	0	0	0	0
Depreciation at 1 April 2023	0	20,278	768	0	67,376	556	18,338	4,046	111,362
Indexation	0	1,210	46	0	0	0	0	0	1,256
Transfer from/into other NHS bodies	0	0	0	0	0	0	0	0	0
Reclassifications	0	0	0	0	0	0	0	0	0
Revaluations	0	(624)	0	0	0	0	0	0	(624)
Reversal of impairments	0	0	0	0	0	0	0	0	0
Impairments	0	0	0	0	0	0	0	0	0
Reclassified as held for sale	0	(538)	0	0	0	0	0	0	(538)
Disposals	0	0	0	0	(2,205)	(163)	(234)	0	(2,602)
Provided during the year	0	21,442	817	0	11,568	92	4,105	660	38,684
At 31 March 2024	0	41,768	1,631	0	76,739	485	22,209	4,706	147,538
Net book value at 1 April 2023	50,424	511,397	19,974	22,829	53,282	404	11,538	2,710	672,558
Net book value at 31 March 2024	48,517	535,968	20,349	19,660	51,237	365	11,555	2,126	689,777
Net book value at 31 March 2024 comprises :									
Purchased	48,517	527,760	20,349	19,660	47,538	323	11,557	1,951	677,655
Donated	0	7,487	0	0	2,777	42	37	175	10,518
Government Granted	0	721	0	0	883	0	0	0	1,604
At 31 March 2024	48,517	535,968	20,349	19,660	51,198	365	11,594	2,126	689,777
Asset financing :									
Owned	48,517	534,870	20,349	19,660	51,198	365	11,594	2,126	688,679
On-SoFP PFI contracts	0	0	0	0	0	0	0	0	0
PFI residual interests	0	1,098	0	0	0	0	0	0	1,098
At 31 March 2024	48,517	535,968	20,349	19,660	51,198	365	11,594	2,126	689,777

The net book value of land, buildings and dwellings at 31 March 2024 comprises :

	£000
Freehold	600,930
Long Leasehold	3,904
Short Leasehold	0
	<u>604,834</u>

Valuers 'material uncertainty', in valuation. The disclosure relates to the materiality in the valuation report not that of the underlying account.

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11. Property, plant and equipment (continued)**Disclosures:****(i) Donated Assets**

Donated tangible asset additions during 2024-25 included schemes funded by:

- Betsi Cadwaladr University Health Board and Other Related Charities - £472,000
- Other hospital based voluntary bodies - £475,000

(ii) Valuations

The Health Board's land and Buildings were revalued by the Valuation Office Agency with an effective date of 1st April 2022. The valuation was prepared in accordance with the terms of the latest version of the Royal Institute of Chartered Surveyors' Valuation Standards.

The Health Board is required to apply the revaluation model set out in IAS 16 and value its capital assets to fair value. Fair value is defined by IAS 16 as the amount for which an asset could be exchanged between knowledgeable, willing parties in an arms length transaction. This has been undertaken on the assumption that the property is sold as part of the continuing enterprise in operation.

(iii) Asset Lives

Property, plant and equipment is depreciated using the following asset lives:

- Land is not depreciated.
- Buildings as determined by the Valuation Office Agency.
- Equipment between 5-15 years.

(iv) Compensation

There has been no compensation received from third parties for assets impaired, lost or given up, that is included in the income statement.

(v) Write Downs

Professional valuations were requested for two building assets as detailed in Note 13 Impairments on page 51.

(vi) Open Market Value

The Health Board does not hold any property where the value is materially different from its open market value.

(vii) Assets Held for Sale or sold in the period

The balance of £545,000 on Note 11.2 Non-current assets held for sale at 31st March 2025 relates to Rossett Clinic and Ruthin Health Centre, both of which will be disposed during 2025-26.

(viii) IFRS 13 Fair value measurement

There are no assets requiring Fair Value measurement under IFRS 13.

11. Property, plant and equipment

11.2 Non-current assets held for sale	Land	Buildings, including dwelling	Other property, plant and equipment	Intangible assets	Other assets	Total
	£000	£000	£000	£000	£000	£000
Balance brought forward 1 April 2024	348	0	0	0	0	348
Plus assets classified as held for sale in the year	545	0	0	0	0	545
Revaluation	0	0	0	0	0	0
Less assets sold in the year	0	0	0	0	0	0
Add reversal of impairment of assets held for sale	0	0	0	0	0	0
Less impairment of assets held for sale	0	0	0	0	0	0
Less assets no longer classified as held for sale, for reasons other than disposal by sale	(348)	0	0	0	0	(348)
Balance carried forward 31 March 2025	545	0	0	0	0	545
Balance brought forward 1 April 2023	0	0	0	0	0	0
Plus assets classified as held for sale in the year	348	0	0	0	0	348
Revaluation	0	0	0	0	0	0
Less assets sold in the year	0	0	0	0	0	0
Add reversal of impairment of assets held for sale	0	0	0	0	0	0
Less impairment of assets held for sale	0	0	0	0	0	0
Less assets no longer classified as held for sale, for reasons other than disposal by sale	0	0	0	0	0	0
Balance carried forward 31 March 2024	348	0	0	0	0	348

The non-current assets held for sale balance of £545,000 as at 31st March 2025 relates to Rossett Clinic and Ruthin Health Centre, both of which will be disposed during 2025-26.

11.3 Right of Use Assets

The organisation's right of use asset leases are disclosed across the relevant headings within the note. Whilst most are individually insignificant, eight buildings with the following net book values as at 31st March 2025 are considered significant in their own right:

Llys Dyffig £2.804m, Caia Park Primary Care Resource Centre (PCRC) £1.845m, Buckley PCRC £1.823m, Tan Y Castell £1.485m, Cambrian & Berwyn House £1.222m, West Rhyl PCRC £1.182m, Rysseldene Surgery £1.165m, Renal Services £1.151m.

	Land £000	Land & buildings £000	Buildings £000	Dwellings £000	Plant and machinery £000	Transport equipment £000	Information technology £000	Furniture & fittings £000	Total £000
2024-25									
Cost or valuation at 31 March 2024	981	0	30,096	0	9,125	2,159	1,512	0	43,873
	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0
	0	0	(575)	0	0	0	0	0	(575)
Cost or valuation at 1 April 2024	981	0	29,521	0	9,125	2,159	1,512	0	43,298
Additions	0	0	917	0	200	359	0	0	1,476
Transfer from/into other NHS bodies	0	0	0	0	0	0	0	0	0
Disposals other than by sale	0	0	(83)	0	(451)	(8)	0	0	(542)
Reclassifications	0	0	0	0	0	0	0	0	0
Revaluations	0	0	0	0	0	0	0	0	0
Reversal of impairments	0	0	0	0	0	0	0	0	0
Impairments	0	0	0	0	0	0	0	0	0
De-recognition	0	0	(439)	0	(541)	(385)	0	0	(1,365)
At 31 March 2025	981	0	29,916	0	8,333	2,125	1,512	0	42,867
Depreciation at 31 March 2024	34	0	6,059	0	1,938	956	703	0	9,690
	0	0	0	0	0	0	0	0	0
	0	0	(575)	0	0	0	0	0	(575)
Depreciation at 1 April 2024	34	0	5,484	0	1,938	956	703	0	9,115
Recognition	0	0	0	0	0	0	0	0	0
Transfers from/into other NHS bodies	0	0	0	0	0	0	0	0	0
Disposals other than by sale	0	0	0	0	0	0	0	0	0
Reclassifications	0	0	0	0	0	0	0	0	0
Revaluations	0	0	0	0	0	0	0	0	0
Reversal of impairments	0	0	0	0	0	0	0	0	0
Impairments	0	0	0	0	0	0	0	0	0
De-recognition	0	0	(439)	0	(541)	(385)	0	0	(1,365)
Provided during the year	22	0	2,786	0	1,078	738	358	0	4,982
At 31 March 2025	56	0	7,831	0	2,475	1,309	1,061	0	12,732
Net book value at 1 April 2024	947	0	24,037	0	7,187	1,203	809	0	34,183
Net book value at 31 March 2025	925	0	22,085	0	5,858	816	451	0	30,135
RoU Asset Total Value Split by Lessor									
Lessor	Land	Land	Buildings	Dwellings	Plant and	Transport	Information	Furniture	Total
	£000	&	£000	£000	machinery	equipment	technology	& fittings	£000
		£000			£000	£000	£000	£000	£000
NHS Wales Peppercorn Leases	0	0	0	0	0	0	0	0	0
NHS Wales Market Value Leases	0	0	0	0	0	0	0	0	0
Other Public Sector Peppercorn Leases	362	0	2,124	0	0	0	0	0	2,486
Other Public Sector Market Value Leases	0	0	3,412	0	0	0	0	0	3,412
Private Sector Peppercorn Leases	563	0	19	0	0	0	0	0	582
Private Sector Market Value Leases	0	0	16,530	0	5,858	816	451	0	23,655
Total	925	0	22,085	0	5,858	816	451	0	30,135

11.3 Right of Use Assets

The organisation's right of use asset leases are disclosed across the relevant headings within the note. Whilst most are individually insignificant, eight buildings with the following net book values as at 31st March 2025 are considered significant in their own right:

Llys Dyffig £2,804m, Caia Park Primary Care Resource Centre (PCRC) £1.845m, Buckley PCRC £1.823m, Tan Y Castell £1.485m, Cambrian & Berwyn House £1.222m, West Rhyl PCRC £1.182m, Rysseidene Surgery £1.165m, Renal Services £1.151m.

	Land £000	Land & buildings £000	Buildings £000	Dwellings £000	Plant and machinery £000	Transport equipment £000	Information technology £000	Furniture & fittings £000	Total £000
2023-24									
Cost or valuation at 31 March 2023	470	0	29,578	0	7,175	1,775	1,261	0	40,259
Lease prepayments in relation to RoU Assets	0	0	0	0	0	0	0	0	0
Transfer of Finance Leases from PPE Note	0	0	0	0	0	0	0	0	0
Operating Leases Transitioning	0	0	76	0	(7)	0	0	0	69
Cost or valuation at 1 April 2023	470	0	29,654	0	7,168	1,775	1,261	0	40,328
Additions	587	0	940	0	2,020	694	251	0	4,492
Transfer from/into other NHS bodies	0	0	0	0	0	0	0	0	0
Disposals other than by sale	0	0	0	0	0	0	0	0	0
Reclassifications	0	0	0	0	0	0	0	0	0
Revaluations	(73)	0	228	0	0	0	0	0	155
Reversal of impairments	0	0	0	0	0	0	0	0	0
Impairments	(3)	0	(576)	0	0	0	0	0	(579)
De-recognition	0	0	(150)	0	(63)	(310)	0	0	(523)
At 31 March 2024	981	0	30,096	0	9,125	2,159	1,512	0	43,873
Depreciation at 31 March 2023	12	0	3,185	0	895	504	349	0	4,945
Transfer of Finance Leases from PPE Note	0	0	0	0	0	0	0	0	0
Operating Leases Transitioning	0	0	0	0	0	0	0	0	0
Depreciation at 1 April 2023	12	0	3,185	0	895	504	349	0	4,945
Recognition	0	0	0	0	0	0	0	0	0
Transfer from/into other NHS bodies	0	0	0	0	0	0	0	0	0
Disposals other than by sale	0	0	0	0	0	0	0	0	0
Reclassifications	0	0	0	0	0	0	0	0	0
Revaluations	0	0	228	0	0	0	0	0	228
Reversal of impairments	0	0	0	0	0	0	0	0	0
Impairments	0	0	0	0	0	0	0	0	0
De-recognition	0	0	(150)	0	(63)	(310)	0	0	(523)
Provided during the year	22	0	2,796	0	1,106	762	354	0	5,040
At 31 March 2024	34	0	6,059	0	1,938	956	703	0	9,690
Net book value at 1 April 2023	458	0	26,469	0	6,273	1,271	912	0	35,383
Net book value at 31 March 2024	947	0	24,037	0	7,187	1,203	809	0	34,183
RoU Asset Total Value Split by Lessor									
Lessor	Land £000	Land & buildings £000	Buildings £000	Dwellings £000	Plant and machinery £000	Transport equipment £000	Information technology £000	Furniture & fittings £000	Total £000
NHS Wales Peppercorn Leases	0	0	0	0	0	0	0	0	0
NHS Wales Market Value Leases	0	0	0	0	0	0	0	0	0
Other Public Sector Peppercorn Leases	947	0	2,243	0	0	0	0	0	3,190
Other Public Sector Market Value Leases	0	0	3,574	0	0	0	0	0	3,574
Private Sector Peppercorn Leases	0	0	24	0	0	0	0	0	24
Private Sector Market Value Leases	0	0	18,196	0	7,187	1,203	809	0	27,395
Total	947	0	24,037	0	7,187	1,203	809	0	34,183

11.3 Right of Use Assets continued

Quantitative disclosures

Maturity analysis	2024-25	2024-25	2024-25	2024-25	2023-24
	Land	Buildings	Other	Total	Total
Contractual undiscounted cash flows relating to lease liabilities	£000	£000	£000	£000	£000
Less than 1 year	0	2,552	2,028	4,580	4,911
2-5 years	0	8,503	3,965	12,468	13,969
> 5 years	0	12,171	1,461	13,632	15,890
Less finance charges allocated to future periods	0	(2,840)	(348)	(3,188)	(3,464)
Total	0	20,386	7,106	27,492	31,306
Lease Liabilities (net of irrecoverable VAT)				2024-25	2023-24
Current				4,266	4,565
Non-Current				23,226	26,741
Total				27,492	31,306
Amounts Recognised in Statement of Comprehensive Net Expenditure				2024-25	2023-24
Depreciation				4,982	5,038
Impairment				0	579
Variable lease payments not included in lease liabilities - Interest expense				380	393
Sub-leasing income				0	0
Expense related to short-term leases				115	201
Expense related to low-value asset leases (excluding short-term leases)				1,053	789
Amounts Recognised in Statement of Cashflows (net of irrecoverable VAT)					
Interest expense				(380)	(393)
Repayments of principal on leases				(4,742)	(4,820)
Total				(5,122)	(5,213)

12. Intangible non-current assets
2024-25

	Software (purchased)	Software (internally generated)	Licences and trademarks	Patents	Development expenditure- internally generated	Assets under Construction	Total
	£000	£000	£000	£000	£000	£000	£000
Cost or valuation at 1 April 2024	5,747	0	0	0	0	0	5,747
Revaluation	0	0	0	0	0	0	0
Reclassifications	0	0	0	0	0	0	0
Reversal of impairments	0	0	0	0	0	0	0
Impairments	0	0	0	0	0	0	0
Additions- purchased	10	0	0	0	0	0	10
Additions- internally generated	0	0	0	0	0	0	0
Additions- donated	15	0	0	0	0	0	15
Additions- government granted	0	0	0	0	0	0	0
Reclassified as held for sale	0	0	0	0	0	0	0
Transfer from/into other NHS bodies	0	0	0	0	0	0	0
Disposals	0	0	0	0	0	0	0
Gross cost at 31 March 2025	5,772	0	0	0	0	0	5,772
Amortisation at 1 April 2024	4,588	0	0	0	0	0	4,588
Revaluation	0	0	0	0	0	0	0
Reclassifications	0	0	0	0	0	0	0
Reversal of impairments	0	0	0	0	0	0	0
Impairment	0	0	0	0	0	0	0
Provided during the year	397	0	0	0	0	0	397
Reclassified as held for sale	0	0	0	0	0	0	0
Transfer from/into other NHS bodies	0	0	0	0	0	0	0
Disposals	0	0	0	0	0	0	0
Amortisation at 31 March 2025	4,985	0	0	0	0	0	4,985
Net book value at 1 April 2024	1,159	0	0	0	0	0	1,159
Net book value at 31 March 2025	787	0	0	0	0	0	787
NBV at 31 March 2025							
Purchased	771	0	0	0	0	0	771
Donated	16	0	0	0	0	0	16
Government Granted	0	0	0	0	0	0	0
Internally generated	0	0	0	0	0	0	0
Total at 31 March 2025	787	0	0	0	0	0	787

12. Intangible non-current assets 2023-24

	Software (purchased)	Software (internally generated)	Licences and trademarks	Patents	Development expenditure- internally generated	Assets under Construction	Total
	£000	£000	£000	£000	£000	£000	£000
Cost or valuation at 1 April 2023	5,639	0	0	0	0	0	5,639
Revaluation	0	0	0	0	0	0	0
Reclassifications	0	0	0	0	0	0	0
Reversal of impairments	0	0	0	0	0	0	0
Impairments	0	0	0	0	0	0	0
Additions- purchased	108	0	0	0	0	0	108
Additions- internally generated	0	0	0	0	0	0	0
Additions- donated	0	0	0	0	0	0	0
Additions- government granted	0	0	0	0	0	0	0
Reclassified as held for sale	0	0	0	0	0	0	0
Transfer from/into other NHS bodies	0	0	0	0	0	0	0
Disposals	0	0	0	0	0	0	0
Gross cost at 31 March 2024	5,747	0	0	0	0	0	5,747
Amortisation at 31 March bf	4,103	0	0	0	0	0	4,103
NHS Wales Transfers	0	0	0	0	0	0	0
Transfer of Finance Leases to ROU Asset Note	0	0	0	0	0	0	0
Amortisation at 1 April 2023	4,103	0	0	0	0	0	4,103
Revaluation	0	0	0	0	0	0	0
Reclassifications	0	0	0	0	0	0	0
Reversal of impairments	0	0	0	0	0	0	0
Impairment	0	0	0	0	0	0	0
Provided during the year	485	0	0	0	0	0	485
Reclassified as held for sale	0	0	0	0	0	0	0
Transfer from/into other NHS bodies	0	0	0	0	0	0	0
Disposals	0	0	0	0	0	0	0
Amortisation at 31 March 2024	4,588	0	0	0	0	0	4,588
Net book value at 1 April 2023	1,536	0	0	0	0	0	1,536
Net book value at 31 March 2024	1,159	0	0	0	0	0	1,159
NBV at 31 March 2024							
Purchased	1,144	0	0	0	0	0	1,144
Donated	15	0	0	0	0	0	15
Government Granted	0	0	0	0	0	0	0
Internally generated	0	0	0	0	0	0	0
Total at 31 March 2024	1,159	0	0	0	0	0	1,159

Additional Disclosures re Intangible Assets

Disclosures:

(i) Donated Assets

The Health Board received funding of £15,000 from Betsi Cadwaladr University Health Board and Other Related Charities for the purchase of an intangible software asset during the year.

(ii) Recognition

Intangible assets acquired separately are initially recognised at fair value. The amount recognised for internally-generated intangible assets is the sum of the expenditure incurred to date when the criteria for recognising internally generated assets has been met (see accounting policy 1.7 for criteria).

(iii) Asset Lives

The Useful Economic Lives (UEL) of intangible non-current assets are assigned on an individual asset basis. Software is generally assigned a 5 year UEL with the UEL of any internally generated software being based on the professional judgement of Health Board professionals and finance staff.

(iv) Additions during the period

Intangible additions of £25,000 related to the purchase of software assets (£15,000 donated funding as above and £10,000 purchased additions).

(v) Disposals during the period

There were no disposals of intangible assets during the year.

13 . Impairments

	2024-25 Property, plant & equipment £000	2024-25 Right of Use Assets £000	2024-25 Intangible assets £000	2024-25 Held for sale assets £000	2024-25 Financial Assets £000	2024-25 Total Asset Impairment £000
Impairments arising from :						
Loss or damage from normal operations	0	0	0	0	0	0
Abandonment in the course of construction	0	0	0	0	0	0
Over specification of assets (Gold Plating)	0	0	0	0	0	0
Loss as a result of a catastrophe	0	0	0	0	0	0
Unforeseen obsolescence	0	0	0	0	0	0
Changes in market price	139	0	0	0	0	139
Others (specify)	0	0	0	0	0	0
Reversal of Impairments	(3,002)	0	0	0	0	(3,002)
Total of all impairments	(2,863)	0	0	0	0	(2,863)

Analysis of impairments charged to reserves in year :

Impairments charged to the Statement of Comprehensive Net Expenditure	(2,863)	0	0	0	0	(2,863)
Impairments as a result of revaluation/indexation charged to Revaluation Reserve	0	0	0	0	0	0
Impairments as a result of a loss of economic value or service potential Charged to Revaluation Reserve	0	0	0	0	0	0
Right of Use (RoU) asset impairments reflected in RoU Liability	0	0	0	0	0	0
Total	(2,863)	0	0	0	0	(2,863)

	2023-24 Property, plant & equipment £000	2023-24 Right of Use Assets £000	2023-24 Intangible assets £000	2023-24 Held for sale assets £000	2023-24 Financial Assets £000	2023-24 Total Asset Impairment £000
Impairments arising from :						
Loss or damage from normal operations	0	0	0	0	0	0
Abandonment in the course of construction	0	0	0	0	0	0
Over specification of assets (Gold Plating)	0	0	0	0	0	0
Loss as a result of a catastrophe	0	0	0	0	0	0
Unforeseen obsolescence	0	0	0	0	0	0
Changes in market price	4,665	0	0	0	0	4,665
Others (specify)	0	0	0	0	0	0
Reversal of Impairments	(8,482)	0	0	0	0	(8,482)
Total of all impairments	(3,817)	0	0	0	0	(3,817)

Analysis of impairments charged to reserves in year :

Impairments charged to the Statement of Comprehensive Net Expenditure	(3,817)	0	0	0	0	(3,817)
Impairments as a result of revaluation/indexation charged to Revaluation Reserve	0	0	0	0	0	0
Impairments as a result of a loss of economic value or service potential Charged to Revaluation Reserve	0	0	0	0	0	0
Right of Use (RoU) asset impairments reflected in RoU Liability	0	0	0	0	0	0
Total	(3,817)	0	0	0	0	(3,817)

Impairments charged to the Statement of Comprehensive Net Expenditure during 2024-25 were conducted by the District Valuer in accordance with the requirements of IFRS.

Analysis of impairments during 2024-25

£000

Impairment on revaluation Hightown Clinic, Wrexham	54
Impairment on revaluation of Ala Road, Pwllheli	85
Reversal of impairments previously charged to SoCNE due to revaluation Rossett Clinic, Wrexham	(42)
Reversal of impairments previously charged to SoCNE due to revaluation Ruthin Health Centre, Ruthin	(12)
Reversal of impairments previously charged to SoCNE due to 1.0638% increase in indexation on land	(235)
Reversal of impairments previously charged to SoCNE due to 1.0180% increase in indexation on buildings and dwellings	(2,713)
Total	(2,863)

14.1 Inventories

	31 March	31 March
	2025	2024
	£000	£000
Drugs	9,996	10,323
Consumables	10,145	10,211
Energy	328	368
Work in progress	0	0
Other	31	34
Total	20,500	20,936
Of which held at realisable value	0	0

14.2 Inventories recognised in expenses

	31 March	31 March
	2025	2024
	£000	£000
Inventories recognised as an expense in the period	0	0
Write-down of inventories (including losses)	0	0
Reversal of write-downs that reduced the expense	0	0
Total	0	0

Note 14.2 relates to NHS organisations that purchase inventories for resale as part of their normal activities and does not apply to the Health Board.

15. Trade and other Receivables

Current	31 March 2025 £000	31 March 2024 £000
Welsh Government	2,615	1,725
NWJCC/ WHSSC and EASC	1,891	1,936
Welsh Health Boards	745	1,222
Welsh NHS Trusts	4,835	4,910
Welsh Special Health Authorities	641	554
Non - Welsh Trusts	0	0
Other NHS	1,684	3,053
2019-20 Scheme Pays - Welsh Government Reimbursement	23	9
Welsh Risk Pool Claim reimbursement		
NHS Wales Secondary Health Sector	87,849	69,121
NHS Wales Primary Sector FLS Reimbursement	133	40
NHS Wales Redress	440	310
Other	0	0
Local Authorities	10,783	8,875
Capital receivables - Tangible	0	0
Capital receivables - Intangible	0	0
Other receivables	9,999	9,626
Provision for irrecoverable debts	(2,065)	(2,406)
Pension Prepayments NHS Pensions	0	0
Pension Prepayments NEST	0	0
Other prepayments	7,867	7,446
Other accrued income	1,233	1,281
Sub total	128,673	107,702
Non-current		
Welsh Government	0	0
NWJCC/WHSSC and EASC	0	0
Welsh Health Boards	0	0
Welsh NHS Trusts	0	0
Welsh Special Health Authorities	0	0
Non - Welsh Trusts	0	0
Other NHS	0	0
2019-20 Scheme Pays - Welsh Government Reimbursement	1,230	1,199
Welsh Risk Pool Claim reimbursement;		
NHS Wales Secondary Health Sector	116,573	81,756
NHS Wales Primary Sector FLS Reimbursement	0	0
NHS Wales Redress	0	0
Other	0	0
Local Authorities	0	0
Capital receivables - Tangible	0	0
Capital receivables - Intangible	0	0
Other receivables	0	0
Provision for irrecoverable debts	(634)	(562)
Pension Prepayments NHS Pensions	0	0
Pension Prepayments NEST	0	0
Other prepayments	300	110
Other accrued income	2,223	2,093
Sub total	119,692	84,596
Total	248,365	192,298

The great majority of trade undertaken by the Health Board is with other NHS bodies. As NHS bodies are funded by Welsh Government, no credit scoring of them is considered necessary.

The value of trade receivables that are past their payment date but not impaired is £4.341m (£3.851m in 2023-24).

15. Trade and other Receivables (continued)**Receivables past their due date but not impaired**

	31 March	31 March
	2025	2024
	£000	£000
By up to three months	1,789	1,039
By three to six months	641	1,306
By more than six months	1,911	1,506
	4,341	3,851

Expected Credit Losses (ECL) / Provision for impairment of receivables

Balance at 1 April	(2,969)	(2,470)
Transfer to other NHS Wales body	0	0
Amount written off during the year	149	50
Amount recovered during the year	0	0
(Increase) / decrease in receivables impaired	121	(549)
Bad debts recovered during year	0	0
Balance at 31 March	(2,699)	(2,969)

In determining whether a debt should be impaired, consideration is given to the age of the debt, historic collectability rates and the results of actions already taken including referral to the Health Board's credit agencies.

Receivables VAT

Trade receivables	1,621	2,162
Other	0	0
Total	1,621	2,162

16. Other Financial Assets

	Current		Non-current	
	31 March 2025 £000	31 March 2024 £000	31 March 2025 £000	31 March 2024 £000
Financial assets				
Shares and equity type investments				
Held to maturity investments at amortised costs	0	0	0	0
At fair value through SOCNE	0	0	0	0
Available for sale at FV	0	0	0	0
Deposits	0	0	0	0
Loans	0	0	0	0
Derivatives	0	0	0	0
Other (Specify)				
Right of Use Asset Finance Sublease	0	0	0	0
Held to maturity investments at amortised costs	0	0	0	0
At fair value through SOCNE	0	0	0	0
Available for sale at FV	0	0	0	0
Total	0	0	0	0
RoU Sub-leasing income Recognised in Statement of Comprehensive Net Expenditure			2024-25	2023-24
RoU Sub-leasing income			0	0

17. Cash and cash equivalents

	2024-25 £000	2023-24 £000
Balance at 1 April	5,027	2,913
Net change in cash and cash equivalent balances	853	2,114
Balance at 31 March	5,880	5,027
Made up of:		
Cash held at GBS	5,838	4,931
Commercial banks	0	0
Cash in hand	42	96
Cash and cash equivalents as in Statement of Financial Position	5,880	5,027
Bank overdraft - GBS	0	0
Bank overdraft - Commercial banks	0	0
Cash and cash equivalents as in Statement of Cash Flows	5,880	5,027

The cash and cash equivalents balance as at 31st March 2025 comprised funding for revenue expenditure of £3,023,000 (2023-24 £2,574,000) and funding for capital projects of £2,857,000 (2023-24 £2,453,000)

In response to the IAS 7 requirement for additional disclosure, the changes in liabilities arising for financing activities are;

Lease Liabilities (ROUA)	£4.742m
PFI liabilities:	£0.064m

The movement relates to cash, no comparative information is required by IAS 7 in 2024-25.

18. Trade and other payables

Current	31 March	31 March
	2025	2024
	£000	£000
Welsh Government	43	147
NWJCC/WHSSC and EASC	6,384	6,362
Welsh Health Boards	882	626
Welsh NHS Trusts	5,390	6,444
Welsh Special Health Authorities	66	291
Other NHS	24,978	23,270
Taxation and social security payable / refunds	0	0
Refunds of taxation by HMRC	0	0
VAT payable to HMRC	0	0
Other taxes payable to HMRC	1,006	3,693
NI contributions payable to HMRC	11,154	7,006
Non-NHS payables - Revenue	51,458	35,485
Local Authorities	38,025	26,569
Capital payables- Tangible	6,269	5,240
Capital payables- Intangible	0	0
Overdraft	0	0
Rentals due under operating leases	0	0
RoU Lease Liability	4,266	4,565
Obligations under finance leases, HP contracts	66	63
Imputed finance lease element of on SoFP PFI contracts	0	0
Impact of IFRS 16 on SoFP PFI contracts	0	0
Pensions: staff	0	0
Non NHS Accruals	91,737	98,229
Deferred Income:		
Deferred Income brought forward	2,065	2,441
Deferred Income Additions	1,541	(335)
Transfer to / from current/non current deferred income	0	0
Released to SoCNE	(180)	(41)
Other creditors	839	2,592
PFI assets –deferred credits	0	0
Payments on account	(13,670)	(13,005)
Sub Total	232,319	209,642
Non-current		
Welsh Government	0	0
NWJCC/WHSSC and EASC	0	0
Welsh Health Boards	0	0
Welsh NHS Trusts	0	0
Welsh Special Health Authorities	0	0
Other NHS	0	0
Taxation and social security payable / refunds	0	0
Refunds of taxation by HMRC	0	0
VAT payable to HMRC	0	0
Other taxes payable to HMRC	0	0
NI contributions payable to HMRC	0	0
Non-NHS payables - Revenue	0	0
Local Authorities	0	0
Capital payables- Tangible	0	0
Capital payables- Intangible	0	0
Overdraft	0	0
Rentals due under operating leases	0	0
RoU Lease Liability	23,226	26,741
Obligations under finance leases, HP contracts	650	717
Imputed finance lease element of on SoFP PFI contracts	0	0
Impact of IFRS 16 on SoFP PFI contracts	0	0
Pensions: staff	0	0
Non NHS Accruals	0	0
Deferred Income :		
Deferred Income brought forward	0	0
Deferred Income Additions	0	0
Transfer to / from current/non current deferred income	0	0
Released to SoCNE	0	0
Other creditors	0	0
PFI assets –deferred credits	0	0
Payments on account	0	0
Sub Total	23,876	27,458
Total	256,195	237,100

It is intended to pay all invoices within the 30 day period directed by the Welsh Government.

18. Trade and other payables (continued).

Amounts falling due more than one year are expected to be settled as follows:	31 March	31 March
	2025	2024
	£000	£000
Between one and two years	3,576	4,310
Between two and five years	8,414	9,062
In five years or more	11,886	14,086
Sub-total	23,876	27,458

19. Other financial liabilities

Financial liabilities	Current		Non-current	
	31 March	31 March	31 March	31 March
	2025	2024	2025	2024
	£000	£000	£000	£000
Financial Guarantees:				
At amortised cost	0	0	0	0
At fair value through SoCNE	0	0	0	0
Derivatives at fair value through SoCNE	0	0	0	0
Other:				
At amortised cost	0	0	0	0
At fair value through SoCNE	0	0	0	0
Total	0	0	0	0

20. Provisions

	At 1 April 2024	Structured settlement cases transferred to Risk Pool	Transfer of provisions to creditors	Transfer between current and non-current	Arising during the year	Utilised during the year	Reversed unused	Unwinding of discount	At 31 March 2025
	£000	£000	£000	£000	£000	£000	£000	£000	£000
Current									
Clinical negligence-									
Secondary care	36,672	(1,507)	(1,831)	4,036	26,540	(14,198)	(5,311)	0	44,401
Primary care	77	0	0	0	1,615	(138)	(15)	0	1,539
Redress Secondary care	269	0	(43)	0	341	(255)	(126)	0	186
Redress Primary care	0	0	0	0	0	0	0	0	0
Personal injury	1,700	0	0	22	304	(122)	(1,321)	0	583
All other losses and special payments	260	0	(408)	0	1,009	(606)	(115)	0	140
Defence legal fees and other administration	1,819	0	0	253	1,710	(1,046)	(783)		1,953
Pensions relating to former directors	0			0	0	0	0	0	0
Pensions relating to other staff	161			4	0	0	0	0	165
2019-20 Scheme Pays - Reimbursement	8			28	0	(13)	0	0	23
Restructuring	0			0	0	0	0	0	0
RoU Asset Dilapidations CAME	0			0	0	0	0	0	0
Other Capital Provisions	0			0	0	0	0	0	0
Other	6,088		241	0	1,761	(653)	(2,530)		4,907
Total	47,054	(1,507)	(2,041)	4,343	33,280	(17,031)	(10,201)	0	53,897
Non Current									
Clinical negligence-									
Secondary care	80,640	0	(6,250)	(4,036)	66,008	(3,004)	(17,740)	0	115,618
Primary care	0	0	0	0	0	0	0	0	0
Redress Secondary care	0	0	0	0	0	0	0	0	0
Redress Primary care	0	0	0	0	0	0	0	0	0
Personal injury	2,264	0	0	(22)	264	(350)	0	64	2,220
All other losses and special payments	0	0	0	0	0	0	0	0	0
Defence legal fees and other administration	1,777	0	0	(253)	1,076	(442)	(373)		1,785
Pensions relating to former directors	0			0	0	0	0	0	0
Pensions relating to other staff	20			(4)	154	(165)	0	4	9
2019-20 Scheme Pays - Reimbursement	1,198			(28)	58	0	0	0	1,228
Restructuring	0			0	0	0	0	0	0
RoU Asset Dilapidations CAME	0			0	0	0	0	0	0
Other Capital Provisions	0			0	0	0	0	0	0
Other	0		0	0	0	0	0		0
Total	85,899	0	(6,250)	(4,343)	67,560	(3,961)	(18,113)	68	120,860
TOTAL									
Clinical negligence-									
Secondary care	117,312	(1,507)	(8,081)	0	92,548	(17,202)	(23,051)	0	160,019
Primary care	77	0	0	0	1,615	(138)	(15)	0	1,539
Redress Secondary care	269	0	(43)	0	341	(255)	(126)	0	186
Redress Primary care	0	0	0	0	0	0	0	0	0
Personal injury	3,964	0	0	0	568	(472)	(1,321)	64	2,803
All other losses and special payments	260	0	(408)	0	1,009	(606)	(115)	0	140
Defence legal fees and other administration	3,596	0	0	0	2,786	(1,488)	(1,156)		3,738
Pensions relating to former directors	0			0	0	0	0	0	0
Pensions relating to other staff	181			0	154	(165)	0	4	174
2019-20 Scheme Pays - Reimbursement	1,206			0	58	(13)	0	0	1,251
Restructuring	0			0	0	0	0	0	0
RoU Asset Dilapidations CAME	0			0	0	0	0	0	0
Other Capital Provisions	0			0	0	0	0	0	0
Other	6,088		241	0	1,761	(653)	(2,530)		4,907
Total	132,953	(1,507)	(8,291)	0	100,840	(20,992)	(28,314)	68	174,757

Expected timing of cash flows:

	In year to 31 March 2026	Between 1 April 2026 and 31 March 2030	Thereafter	Total
				£000
Clinical negligence-				
Secondary care	44,401	115,618	0	160,019
Primary care	1,539	0	0	1,539
Redress Secondary care	186	0	0	186
Redress Primary care	0	0	0	0
Personal injury	583	968	1,252	2,803
All other losses and special payments	140	0	0	140
Defence legal fees and other administration	1,953	1,785	0	3,738
Pensions relating to former directors	0	0	0	0
Pensions relating to other staff	165	9	0	174
2019-20 Scheme Pays - Reimbursement	23	117	1,111	1,251
Restructuring	0	0	0	0
RoU Asset Dilapidations CAME	0	0	0	0
Other Capital Provisions	0	0	0	0
Other	4,907	0	0	4,907
Total	53,897	118,497	2,363	174,757

Provisions included with the "Other" categories above relate to: £'000

Continuing Healthcare claims subject to further review	3,883
Onerous contract provision (Radiology Informatics System Programme)	401
Staff regrading appeals and pay arrears	205
Final Pay Control provisions for retired staff	176
Other legal costs	101
Relocation expenses	98
GP managed practices premises costs	43
Total	4,907

The provision for Continuing Healthcare claims is based on estimates from the claims which have been processed up to the balance sheet date. This is subject to a significant degree of sensitivity and is dependent on the percentage of claims which are deemed eligible along with the average settlement rate.

The expected timing of cashflows is based on best available information for each individual provision as at 31st March 2025 and may be subject to changes in future periods.

20. Provisions (continued)

	At 1 April 2023	Structured settlement cases transferred to Risk Pool	Transfer of provisions to creditors	Transfer between current and non-current	Arising during the year	Utilised during the year	Reversed unused	Unwinding of discount	At 31 March 2024
	£000	£000	£000	£000	£000	£000	£000	£000	£000
Current									
Clinical negligence:-									
Secondary care	19,748	(11,120)	(1,079)	41,149	17,873	(16,217)	(13,682)	0	36,672
Primary care	55	0	0	0	55	(18)	(15)	0	77
Redress Secondary care	170	0	(36)	0	419	(221)	(63)	0	269
Redress Primary care	0	0	0	0	0	0	0	0	0
Personal injury	385	0	0	31	1,534	(226)	(24)	0	1,700
All other losses and special payments	4,510	0	658	0	457	(852)	(4,513)	0	260
Defence legal fees and other administration	2,205	0	0	613	1,166	(940)	(1,225)		1,819
Pensions relating to former directors	0			0	0	0	0	0	0
Pensions relating to other staff	145			16	0	0	0	0	161
2019-20 Scheme Pays - Reimbursement	8			0	15	(15)	0	0	8
Restructuring	0			0	0	0	0	0	0
RoU Asset Dilapidations CAME	0			0	0	0	0	0	0
Other Capital Provisions	0			0	0	0	0	0	0
Other	7,083		0	0	3,504	(1,694)	(2,805)		6,088
Total	34,309	(11,120)	(457)	41,809	25,023	(20,183)	(22,327)	0	47,054
Non Current									
Clinical negligence:-									
Secondary care	71,833	0	(1,422)	(41,149)	52,509	(1,131)	0	0	80,640
Primary care	0	0	0	0	0	0	0	0	0
Redress Secondary care	0	0	0	0	0	0	0	0	0
Redress Primary care	0	0	0	0	0	0	0	0	0
Personal injury	2,333	0	0	(31)	243	(326)	0	45	2,264
All other losses and special payments	0	0	0	0	0	0	0	0	0
Defence legal fees and other administration	1,291	0	0	(613)	1,388	(252)	(37)		1,777
Pensions relating to former directors	0			0	0	0	0	0	0
Pensions relating to other staff	77			(16)	118	(163)	0	4	20
2019-20 Scheme Pays - Reimbursement	1,139			0	59	0	0	0	1,198
Restructuring	0			0	0	0	0	0	0
RoU Asset Dilapidations CAME	0			0	0	0	0	0	0
Other Capital Provisions	0			0	0	0	0	0	0
Other	0		0	0	0	0	0		0
Total	76,673	0	(1,422)	(41,809)	54,317	(1,872)	(37)	49	85,899
TOTAL									
Clinical negligence:-									
Secondary care	91,581	(11,120)	(2,501)	0	70,382	(17,348)	(13,682)	0	117,312
Primary care	55	0	0	0	55	(18)	(15)	0	77
Redress Secondary care	170	0	(36)	0	419	(221)	(63)	0	269
Redress Primary care	0	0	0	0	0	0	0	0	0
Personal injury	2,718	0	0	0	1,777	(552)	(24)	45	3,964
All other losses and special payments	4,510	0	658	0	457	(852)	(4,513)	0	260
Defence legal fees and other administration	3,496	0	0	0	2,554	(1,192)	(1,262)		3,596
Pensions relating to former directors	0			0	0	0	0	0	0
Pensions relating to other staff	222			0	118	(163)	0	4	181
2019-20 Scheme Pays - Reimbursement	1,147			0	74	(15)	0	0	1,206
Restructuring	0			0	0	0	0	0	0
RoU Asset Dilapidations CAME	0			0	0	0	0	0	0
Other Capital Provisions	0			0	0	0	0	0	0
Other	7,083		0	0	3,504	(1,694)	(2,805)		6,088
Total	110,982	(11,120)	(1,879)	0	79,340	(22,055)	(22,364)	49	132,953

21. Contingencies

21.1 Contingent liabilities

	2024-25 £'000	2023-24 £'000
Provisions have not been made in these accounts for the following amounts :		
Legal claims for alleged medical or employer negligence:-		
Secondary care	146,611	209,178
Primary care	2,638	3,012
Redress Secondary care	0	0
Redress Primary care	0	0
Doubtful debts	0	0
Equal Pay costs	0	0
Defence costs	3,644	5,633
Continuing Health Care costs	0	0
Other	0	0
Total value of disputed claims	<u>152,893</u>	<u>217,823</u>
Amounts (recovered) in the event of claims being successful	<u>(149,464)</u>	<u>(214,113)</u>
Net contingent liability	<u>3,429</u>	<u>3,710</u>

In accordance with IAS37, the Health Board is required to disclose details of claims made against it where the financial liability, if any, cannot yet be determined. The contingent liabilities included in Note 21.1 for 2024-25 relate to legal claims for alleged negligence (net of amounts recoverable from the Welsh Risk Pool in the event of claims being successful).

The Health Board has received invoices in relation to historic transactions for provision of care within the local community. The Health Board sought legal representation and on this advice disputes liability and consequently any obligation to remit funds to these third parties. The Audit Committee members remain briefed on this matter, with the values non-material to the production of the Annual Accounts in which this note is contained.

21.2 Remote Contingent liabilities	2024-25	2023-24
	£000	£000
Guarantees	0	0
Indemnities	12,224	35,911
Letters of Comfort	0	0
	<hr/>	<hr/>
Total	12,224	35,911

The 2024-25 balance for remote contingent liabilities relates to 6 litigation claims (2023-24 9 claims). In the event of these claims being successful £12,061,000 (2023-24 £35,723,000) would be recoverable from the Welsh Risk Pool.

21.3 Contingent assets	2024-25	2023-24
	£000	£000
The Health Board did not hold any contingent assets at the balance sheet date	0	0
	<hr/>	<hr/>
Total	0	0

22. Capital commitments

Contracted capital commitments at 31 March

The disclosure of future capital commitments not already disclosed as liabilities in the accounts.	2024-25	2023-24
	£000	£000
Property, plant and equipment	9,189	12,853
Right of Use Assets	0	0
Intangible assets	0	0
	<hr/>	<hr/>
Total	9,189	12,853

Note 22 includes capital commitments relating to the following All Wales funded schemes as at 31st March 2025

- :
- Radiology Informatics System Programme (RISP); and
- Elective Orthopaedic Hub-Llandudno.

Commitments in respect of discretionary capital schemes are not included in the note

23. Losses and special payments

Losses and special payments are charged to the Statement of Comprehensive Net Expenditure in accordance with IFRS but are recorded in the losses and special payments register when payment is made. Therefore, the payments in this note for settlement and claimant costs are prepared on a cash basis.

Gross loss to the Exchequer

23.1 Number of cases and associated amounts paid out during the financial year

	Amounts paid out during period to 31 March 2025	
	Number of cases	£
Clinical negligence:-		
Secondary Care	138	21,585,867
Primary Care	5	138,000
Redress Secondary Car	35	302,090
Redress Primary Care	0	0
Personal injury	38	471,225
All other losses and specia	399	562,777
Total	615	23,059,959

23.2 Analysis of number of cases and associated amounts paid out during the financial year

Case Type	In year cases in excess of £300,000	Cumulative amount
L&R Case reference numl	Number of cases £	£
Cases in excess of £300,000:		
MN/108/3834	Clinical Negligence 750,000	1,421,822
MN/108/5896	Clinical Negligence 490,000	537,500
MN/108/5712	Clinical Negligence 440,000	455,000
MN/108/6365	Clinical Negligence 1,150,172	1,240,429
MN/108/3082	Clinical Negligence 2,079,506	2,415,000
MN/108/5476	Clinical Negligence 988,724	1,965,515
MN/108/4964	Clinical Negligence 1,117,787	1,117,787
MN/108/3089	Clinical Negligence 303,032	353,032
MN/108/5311	Clinical Negligence 1,418,048	1,574,767
MN/108/6210	Clinical Negligence 485,000	485,000
MN/108/6085	Clinical Negligence 686,731	936,731
MN/108/6599	Clinical Negligence 390,000	475,000
MN/108/5619	Clinical Negligence 364,314	364,314
MN/108/5525	Clinical Negligence 535,000	535,000
MN/108/6964	Clinical Negligence 323,751	323,751
MN/108/5367	Clinical Negligence 787,000	797,000
MN/108/5391	Clinical Negligence 699,600	699,600
	£	£
Sub-total	17	13,008,666
All other cases paid in ye:	598	10,051,292
Total cases paid in year	615	23,059,959

23.3 Analysis of number of cases and associated amounts where no payments were made in financial year

	Number of cases	£
Cumulative amount up to £300k	244	10,587,139
Cumulative amount greater than £300k	26	32,677,554
Total	270	43,264,693

24. Right of Use lease obligations

24.1 Obligations (as lessee)

Amounts payable under right of use asset leases:

2024-25

	LAND	BUILDINGS	OTHER	TOTAL
	31 March	31 March	31 March	31 March
	2025	2025	2025	2025
	£000	£000	£000	£000
Minimum lease payments				
Within one year	0	2,552	2,028	4,580
Between one and five years	0	8,503	3,965	12,468
After five years	0	12,171	1,461	13,632
Less finance charges allocated to future periods	0	(2,840)	(348)	(3,188)
Minimum lease payments	0	20,386	7,106	27,492
Included in:				
Current borrowings	0	2,349	1,917	4,266
Non-current borrowings	0	18,037	5,189	23,226
	0	20,386	7,106	27,492
Present value of minimum lease payments				
Within one year	0	2,349	1,917	4,266
Between one and five years	0	7,948	3,756	11,704
After five years	0	10,089	1,433	11,522
Present value of minimum lease payments	0	20,386	7,106	27,492
Included in:				
Current borrowings	0	2,349	1,917	4,266
Non-current borrowings	0	18,037	5,189	23,226
	0	20,386	7,106	27,492

2023-24

	LAND	BUILDINGS	OTHER	TOTAL
	31 March	31 March	31 March	31 March
	2024	2024	2024	2024
	£000	£000	£000	£000
Minimum lease payments				
Within one year	0	2,608	2,303	4,911
Between one and five years	0	8,767	5,202	13,969
After five years	0	13,773	2,117	15,890
Less finance charges allocated to future periods	0	(3,018)	(446)	(3,464)
Minimum lease payments	0	22,130	9,176	31,306
Included in:				
Current borrowings	0	2,397	2,168	4,565
Non-current borrowings	0	19,733	7,008	26,741
	0	22,130	9,176	31,306
Present value of minimum lease payments				
Within one year	0	2,397	2,168	4,565
Between one and five years	0	8,150	4,944	13,094
After five years	0	11,583	2,064	13,647
Present value of minimum lease payments	0	22,130	9,176	31,306
Included in:				
Current borrowings	0	2,397	2,168	4,565
Non-current borrowings	0	19,733	7,008	26,741
	0	22,130	9,176	31,306

24.2 Right of Use Assets receivables (as lessor)

The Health Board did not hold any Right of Use Assets lease receivables, as a lessor, at the balance sheet date.

Amounts receivable under right of use assets :

	31 March	31 March
	2025	2024
	£000	£000
Gross Investment in leases		
Within one year	0	0
Between one and five years	0	0
After five years	0	0
Less finance charges allocated to future periods	0	0
Minimum lease payments	<u>0</u>	<u>0</u>
Included in:		
Current financial assets	0	0
Non-current financial assets	<u>0</u>	<u>0</u>
	<u>0</u>	<u>0</u>
 Present value of minimum lease payments		
Within one year	0	0
Between one and five years	0	0
After five years	0	0
Less finance charges allocated to future periods	0	0
Present value of minimum lease payments	<u>0</u>	<u>0</u>
Included in:		
Current financial assets	0	0
Non-current financial assets	<u>0</u>	<u>0</u>
	<u>0</u>	<u>0</u>

25. Private Finance Initiative contracts

25.1 PFI schemes off-Statement of Financial Position

The Health Board did not have any PFI Schemes that were deemed to be off -statement of financial position at the balance sheet date.

Commitments under off-SoFP PFI contracts	Off-SoFP PFI contracts	Off-SoFP PFI contracts
	31 March 2025 £000	31 March 2024 £000
Total payments due within one year	0	0
Total payments due between 1 and 5 years	0	0
Total payments due thereafter	0	0
Total future payments in relation to PFI contracts	<u>0</u>	<u>0</u>
Total estimated capital value of off-SoFP PFI contracts	<u>0</u>	<u>0</u>

25.2 PFI schemes on-Statement of Financial Position

Capital value of scheme included in Fixed Assets Note 11	£000
	1,034
Contract start date:	01/09/2004
Contract end date:	01/09/2034

The Conwy & Denbighshire NHS Trust (a legacy organisation of the Health Board) contracted with Fresenius Medical Care to build and equip a Renal Diabetic Unit at Glan Clwyd Hospital under PFI contract arrangements. Whilst Fresenius continue to have defined responsibilities for the maintenance of the Unit, the Health Board is responsible for the delivery of all clinical care and other support costs

Total obligations for on-Statement of Financial Position PFI contracts due:

2024-25	On SoFP PFI Capital element	On SoFP PFI IFRS 16 impact Finance Charge	On SoFP PFI Imputed interest	On SoFP PFI Service charges
	31 March 2025 £000	31 March 2025 £000	31 March 2025 £000	31 March 2025 £000
Total payments due within one year	66	0	25	522
Total payments due between 1 and 5 years	286	0	75	2,275
Total payments due thereafter	364	0	35	3,366
Total future payments in relation to PFI contracts	<u>716</u>	<u>0</u>	<u>135</u>	<u>6,163</u>

2023-24	On SoFP PFI Capital element	On SoFP PFI IFRS 16 impact Finance Charge	On SoFP PFI Imputed interest	On SoFP PFI Service charges
	31 March 2024 £000	31 March 2024 £000	31 March 2024 £000	31 March 2024 £000
Total payments due within one year	63	0	27	496
Total payments due between 1 and 5 years	277	0	85	2,166
Total payments due thereafter	440	0	50	3,909
Total future payments in relation to PFI contracts	<u>780</u>	<u>0</u>	<u>162</u>	<u>6,571</u>

	31/03/2025 £000
Total present value of obligations for on-SoFP PFI contracts	6,000

25.3 Charges to expenditure

	2024-25	2023-24
	£000	£000
Service charges for On Statement of Financial Position PFI contracts (excl interest costs)	504	479
Total expense for Off Statement of Financial Position PFI contracts	0	0
The total charged in the year to expenditure in respect of PFI contracts	504	479

The LHB is committed to the following annual charges

PFI scheme expiry date:	£000	£000
Not later than one year	0	0
Later than one year, not later than five years	0	0
Later than five years	504	479
Total	504	479

The estimated annual payments in future years will vary from those which the Health Board is committed to make during the next year by the impact of movement in the Retail Prices Index.

25.4 Number of PFI contracts

	Number of on SoFP PFI contracts	Number of off SoFP PFI contracts
Number of PFI contracts	1	0
Number of PFI contracts which individually have a total commitment > £500m	0	0
	On / Off- statement of financial position	
PFI Contract		
Number of PFI contracts which individually have a total commitment > £500m	0	
PFI Contract	On	

25.5 The Health Board did not have any Public Private Partnerships during the year

26. Financial risk management

Financial reporting standard IFRS 7 requires disclosure of the role that financial instruments have had during the period in creating or changing the risks a body faces in undertaking its activities. The Health Board is not exposed to the degree of financial risk faced by business entities. Also financial instruments play a much more limited role in creating or changing risk than would be typical of listed companies, to which these standards mainly apply. The Health Board has limited powers to invest and financial assets and liabilities are generated by day-to-day operational activities rather than being held to change the risks facing the Health Board in undertaking its activities.

Currency risk

The Health Board is principally a domestic organisation with the great majority of transactions, assets and liabilities being in the United Kingdom and Sterling based. The Health Board does not have any overseas operations. The Health Board therefore has low exposure to currency rate fluctuations.

Interest rate risk

Health Boards are not permitted to borrow and the Health Board therefore has low exposure to interest rate fluctuations.

Credit risk

As the majority of the Health Board's funding derives from funds voted by the Welsh Government the Health Board has low exposure to credit risk.

Liquidity risk

The Health Board is required to operate within cash limits set by the Welsh Government for the financial year and draws down funds from the Welsh Government as the requirement arises. The Health Board is not, therefore, exposed to significant liquidity risks.

27. Movements in working capital

	2024-25	2023-24
	£000	£000
(Increase)/decrease in inventories	436	(628)
(Increase)/decrease in trade and other receivables - non-current	(35,096)	(5,708)
(Increase)/decrease in trade and other receivables - current	(20,971)	(30,315)
Increase/(decrease) in trade and other payables - non-current	(3,582)	(572)
Increase/(decrease) in trade and other payables - current	22,677	(28,191)
Total	(36,536)	(65,414)
Adjustment for accrual movements in fixed assets - creditors	(965)	(849)
Adjustment for accrual movements in fixed assets - debtors	0	0
Adjustment for accrual movements in right of use assets - creditors	3,814	82
Adjustment for accrual movements in right of use assets - debtors	0	0
Other adjustments	0	0
	(33,687)	(66,181)

28. Other cash flow adjustments

	2024-25	2023-24
	£000	£000
Depreciation	44,774	43,724
Amortisation	397	485
(Gains)/Loss on Disposal	(142)	(5)
Impairments and reversals	(2,863)	(3,817)
Release of PFI deferred credits	0	0
NWSSP Covid assets issued debited to expenditure but non-cash	0	0
Covid assets received credited to revenue but non-cash	0	0
Donated assets received credited to revenue but non-cash	0	0
Government Grant assets received credited to revenue but non-cash	0	0
Right of Use Grant (Peppercorn Lease) credited to revenue but non cash	0	0
Non-cash movements in right of use assets	0	393
Non-cash movements in provisions	62,796	44,026
Other movements	69,649	42,792
Total	174,611	127,598

Other movements of £69,649,000 (2023-24 £42,792,000) is made up of notional funding received for:

- LHB notional 9.4% Staff Employer Pension Contributions;
- the 2019-20 Pensions Annual Allowance Charge Compensation Scheme (PAACCS);

which are both funded directly to the NHSBA Pensions Division by Welsh Government, less revenue cash payments in respect of interest on Right of Use asset leases.

29. Events after the Reporting Period

These financial statements were authorised for issue by the Chief Executive and Accountable Officer on 27th June 2025; post the date the financial statements were certified by the Auditor General for Wales.

The Health Board does not consider that there are any other additional disclosure requirements relating to events following the end of the reporting period.

30. Related Party Transactions

The Welsh Government is regarded as a related party of the Health Board. During the year the Health Board had a significant number of material revenue and capital transactions with either the Welsh Government or with other entities for which the Welsh Government is regarded as the parent body, namely:

Health Bodies and Welsh Government	2024-25		As at 31st March 2025	
	Expenditure with related party £000	Income from related party £000	Amounts owed to related party £000	Amounts due from related party £000
Welsh Government (Excludes 2019-20 Sceme Pays Reimbursement)	315	2,273,681	43	2,615
Aneurin Bevan University LHB	293	202	71	54
Cardiff & Vale University LHB	1,292	421	63	130
Cwm Taf Morgannwg University LHB	364	118	91	12
Hywel Dda University LHB	5,677	321	440	25
Powys Teaching LHB	510	4,530	60	434
Swansea Bay University LHB	524	516	157	90
Digital Health and Care Wales (DHCW)	11,220	1,123	21	(19)
Health Education and Improvement Wales (HEIW)	55	23,738	45	660
Public Health Wales NHS Trust	6,848	6,790	559	1,020
Velindre NHS Trust (Includes capital expenditure and payable)	71,830	8,221	4,416	3,671
Welsh Ambulance Services University NHS Trust	1,750	529	430	145
Welsh Risk Pool	0	0	0	204,995
NHS Wales Joint Commissioning Committee (NWJCC)	273,120	54,343	6,384	1,891
Total	373,798	2,374,533	12,780	215,723

Other Organisations	2024-25		As at 31st March 2025	
	Expenditure with related party £000	Income from related party £000	Amounts owed to related party £000	Amounts due from related party £000
Conwy County Borough Council	13,737	2,591	7,349	1,431
Denbighshire County Council (includes capital expenditure)	13,067	3,206	6,472	1,620
Flintshire County Council	13,875	3,848	5,845	2,026
Gwynedd County Council	13,808	2,439	8,382	1,939
Isle of Anglesey Council	7,729	1,518	5,616	770
Wrexham County Borough Council	10,926	6,687	4,268	2,994
Other Welsh Local Authorities (Including Police & Crime Commissioners, Fire Authorities and Welsh National Parks)	742	590	93	3
Total	73,884	20,879	38,025	10,783

Charitable Funds

The Health Board is corporate trustee of the Betsi Cadwaladr University Health Board Charity and Other Related Charities (registered charity number 1138976). All voting members of the Health Board can act as corporate trustees of the charity. Operational responsibility for the administration of the charity is delegated to a Charitable Funds Committee.

The Health Board received revenue and capital grants totalling £1,544,000 from the charitable fund during the year (2023-24 £1,660,000).

30. Related Party Transactions

A number of Health Board's Members had interests with related parties during the year, as detailed below:

Name	Position Held	Nature of Related Party Interest
K Balmer	Independent Member	Chief Executive Officer, Groundwork North Wales (Refurbs Flint and Wild Ground, Wrexham)
C Budden	Independent Member	Chief Executive and Board Member Clwyd Alyn Housing Association
Cllr D Jones	Independent Member	Elected member of Isle of Anglesey County Council
Prof M Larvin	Independent Member	Pro Vice-Chancellor for Medicine and Health and Dean of Medicine, Bangor University
U Felda	Independent Member	Chair and Member of the Social Care Wales Fitness to Practice Panel
C Field	Independent Member	Partner is Assistant Director of Human Resources, Mersey and West Lancashire Teaching Hospitals NHS Trust
F Roberts	Associate Board Member	Director of Social Services and Head of Children Services, Isle of Anglesey County Council
J Wild	Associate Board Member	Trustee and Honorary Secretary of the British Society of Audiology

The total value of transactions and balances between the Health Board and these related parties during 2024-25, unless already reported on pages 70, was as follows:

Organisation Name	2024-25		As at 31st March 2025	
	Expenditure with related party £000	Income from related party £000	Amounts owed to related party £000	Amounts due from related party £000
Bangor University	1,231	600	619	204
British Society of Audiology	Less than £1,000	0	Less than £1,000	0
Clwyd Alyn Housing Association	1,032	1	60	0
Groundwork North Wales	1	0	1	0
Mersey and West Lancashire Teaching Hospitals NHS Trust	1,197	299	519	7
Social Care Wales	0	1	16	17

The Health Board did not have financial transactions with any other organisation recorded as a Declaration of Interest by Board Members during 2024-25 and considered to be a related party.

31. Third Party assets

As at 31st March 2025, the Health Board held £150,659 cash at bank and in hand on behalf of third parties (31st March 2024 £161,437) comprising:

	2024-25	2023-24
	£	£
Monies held on behalf of patients - savings accounts	91,048	69,857
Monies held on behalf of patients - current accounts and cash in hand	48,711	72,930
Deposits for staff residential accommodation	10,900	18,650
	<u>150,659</u>	<u>161,437</u>

These balances have been excluded from the Cash and Cash Equivalents figure reported in Note 17 of these Accounts.

The Health Board also holds a quantity of consignment stock that remains the property of suppliers until it is used and is therefore considered as a third party asset. The value of consignment stock as at 31st March 2025 was £4,392,118 (31st March 2024 £3,159,432).

32. Pooled budgets

The Health Board has entered into five pooled budget arrangements which are governed by the NHS (Wales) Act 2006:

- North East Wales Community Equipment Service - hosted by Flintshire County Council
- Bryn-y-Neuadd Community Equipment Store - hosted by Betsi Cadwaladr University Local Health Board
- Denbighshire Health and Social Care Support Workers Service - hosted by Denbighshire County Council
- Denbighshire Community Equipment Service - hosted by Denbighshire County Council
- North Wales Older People Accommodation Pooled Budget - hosted by Denbighshire County Council

The financial arrangements for each of these five agreements are subject to partner organisations normal annual auditing requirements with each host body being responsible for the audit of the accounts of individual arrangements in accordance with their statutory audit requirements.

Memorandum notes on pages 76-78 of these accounts provide details of the joint income and expenditure transactions for each of these arrangements.

The Health and Social Care Regional Integration Fund (RIF)

The Health and Social Care Regional Integration Fund (the RIF) is a 5 year fund to deliver a programme of change from April 2022 to March 2027. The RIF builds on the learning and progress made under the previous Integrated Care Fund (ICF) and Transformation Fund (TF) and will seek to create sustainable system change through the integration of health and social care services.

Key features and values of the Fund include:

- A strong focus on prevention and early intervention
- Developing and embedding national models of integrated care
- Actively sharing learning across Wales through Communities of Practice
- Sustainable long term resourcing to embed and mainstream new models of care
- Creation of long term pooled fund arrangements
- Consistent investment in regional planning and partnership infrastructure

The RIF is a key lever to drive change and transformation across the health and social care system and in doing so will directly support implementation of several key pieces of policy and legislation.

Regional Partnership Boards (RPBs) facilitate the partnership arrangements made between a Local Health Board and one or more Local Authorities. The objectives of a RPB are set out in Regulation 10 of the Partnership Regulations and are to ensure that the partnership bodies work effectively and to ensure that the partnership bodies provide sufficient resources for the partnership arrangements. In addition to health and social care partners RPB membership includes representatives from housing, education, the third sector, providers, citizens and carer representatives to take forward the effective delivery of integrated services in Wales. Their purpose is to improve the outcomes and well-being of people with care and support needs, and carers who need support. RPBs work as a partnership to strategically plan, manage and develop effective care and support services required to best meet the needs of their respective populations.

Total RIF funding allocated through the North Wales Regional Partnership Board for 2024-25 was £32.8m (2023-24 £32.8m) of revenue funding plus RIF capital grant funding of £2.7m (2023-24 £2.1m). These funding flows are managed through the Health Board's Statement of Comprehensive Net Expenditure and reported in Note 3.3 Expenditure on Hospital and Community Health Services and Note 4 Miscellaneous Income.

33. Operating segments

Accounting standard IFRS 8 defines an operating segment as a component of an entity:

1. That engages in activities from which it may earn revenue and incur expenses (including internally);
2. Whose operating results are regularly reviewed by the Chief Operating Decision Maker to make decisions about resource allocation to the segment and assesses its performance;
3. For which discrete information is available.

The Health Board operates as three Integrated Health Communities (IHCs), each led by an accountable Director, with Mental Health and Learning Disabilities, Women's Services, Cancer Services and Diagnostic and Clinical Support Services operating as pan-North Wales functions.

Four of the Health Board's functions met the criteria to be reported as separate operating segments under the accounting standard during 2024-25 (expenditure 10% or more of total operating costs). Information on divisions which did not exceed the reporting thresholds has also been disclosed in order to provide a complete overview of the Health Board's activities during the year.

	2024-25 £'000	2023-24 £'000
<i>Integrated Health Communities</i>		
West Integrated Health Community *	368,497	355,298
Central Integrated Health Community *	475,348	456,292
East Integrated Health Community *	488,983	455,647
	1,332,828	1,267,237
Midwifery and Womens Services	50,518	46,751
Mental Health and Learning Disabilities	195,540	179,331
Commissioning Contracts *	305,690	276,241
Integrated Clinical Delivery Primary Care	46,384	47,766
Integrated Clinical Delivery Regional Services	133,320	123,887
Service Support Functions	165,853	159,390
	897,305	833,366
Other Budgets	29,521	16,816
Staff employer pension contributions notional expenditure (See Note 34.1)	69,636	43,170
Operating costs sub-total	2,329,290	2,160,589
Revenue Resource Limit	2,321,730	2,136,242
Under/(over) spend against Revenue Resource Limit	(7,560)	(24,347)

* Operating segments which meet the standard criteria for reporting as per par 1.485 of the Welsh Government Manual for Accounts 2024-25.

34. Other Information

34.1. 9.4% Staff Employer Pension Contributions - Notional Element

The value of notional transactions is based on estimated costs for the twelve month period 1st April 2024 to 31st March 2025. This has been calculated from actual Welsh Government expenditure for the 9.4% staff employer pension contributions between April 2024 and February 2025 alongside Health Board data for March 2025.

Transactions include notional expenditure in relation to the 9.4% paid to NHSBSA by Welsh Government and notional funding to cover that expenditure as follows:

	2024-25	2023-24
	£000	£000
Statement of Comprehensive Net Expenditure for the year ended 31 March 2025		
Expenditure on Primary Healthcare Services	2,151	1,229
Expenditure on healthcare from other providers	0	0
Expenditure on Hospital and Community Health Services	67,485	41,941
Statement of Changes in Taxpayers' Equity for the year ended 31 March 2025		
Net operating cost for the year	69,636	43,170
Notional Welsh Government Funding	69,636	43,170
Statement of Cash Flows for year ended 31 March 2025		
Net operating cost for the financial year	69,636	43,170
Other cash flow adjustments	69,636	43,170
2.1 Revenue Resource Performance		
Revenue Resource Allocation	69,636	43,170
3. Analysis of gross operating costs		
3.1 Expenditure on Primary Healthcare Services		
General Medical Services	1,833	1,023
Pharmaceutical Services	18	9
General Dental Services	65	36
Other Primary Health Care expenditure	235	161
3.2 Expenditure on healthcare from other providers		
	0	0
	0	0
3.3 Expenditure on Hospital and Community Health Services		
Directors' costs	103	47
Staff costs	67,382	41,894
9.1 Employee costs		
Permanent Staff		
Employer contributions to NHS Pension Scheme	69,636	43,170
Charged to capital	0	0
Charged to revenue	69,636	43,170
18. Trade and other payables		
Current		
Pensions: staff	0	0
28. Other cash flow adjustments		
Other movements	69,636	43,170

The Department of Health and Social Care (DHSC) 2023-24 consultation on the NHS Pension Scheme confirmed that the transitional approach that has operated since 2019-20 for employer contributions will continue in 2024-25. From 1st April 2024 an employer rate of 23.7% (23.78% inclusive of the administration charge) will apply. However, the NHS Business Services Authority will continue to only collect 14.38% from NHS Wales employers under their normal monthly payment process to the NHS Pension Scheme. This has resulted in an increase in the central payments made by Welsh Government from 6.3% to 9.4%.

Other**34.2 IFRS 17 - Insurance Contract Disclosures**

The outcome of the contract review for a range of income contract types applicable to the organisation, did not identify any insurance contracts that fall within the scope of IFRS 17.

STATEMENT OF FINANCIAL POSITION

(Signage as per provision note disclosure)	£000
Liability for incurred claims @ 1 April 2024	0
Liability for remaining payments @ 31 March 2025	<u>0</u>
	0
Arising during year	0
Utilised	0
Reversed unused	0
Movement in Discount Rates	<u>0</u>
	0

STATEMENT OF COMPREHENSIVE NET EXPENDITURE

(Signage as per income and expenditure note disclosure)	£000
Insurance Income	0
Insurance expenditure	0

Other

34.3 Pooled Budgets

North East Wales Community Equipment Service Memorandum Accounts 2024-25

The North East Wales Pool is hosted by Flintshire County Council and the formal partnership agreement commenced on 8th July 2009. A memorandum of account has been produced by Flintshire County Council, as shown below:

	2024-25	2023-24
	£ 000	Restated £ 000
Pooled Budget contributions		
Flintshire County Council	333	327
Wrexham County Borough Council	314	309
Betsi Cadwaladr University Local Health Board	482	472
Other	198	187
Total Pooled Budget contributions for the year	1,327	1,295
Expenditure		
Staff Costs	499	580
Equipment Purchases	417	495
Operating Expenditure	229	120
Total Expenditure for the year	1,145	1,195
Net Surplus/(Deficit) on the Pooled Budget for the Year	182	100

Bryn-y-Neuadd Community Equipment Store Memorandum Accounts 2024-25

The Bryn-y-Neuadd Community Equipment Store Pool is hosted by Betsi Cadwaladr University Local Health Board in partnership with Ynys Môn Council, Conwy County Borough Council and Gwynedd County Council. A memorandum account for the pooled budget arrangement is provided below.

	2024-25	2023-24
	£ 000	£ 000
Contributions		
Ynys Môn County Council	156	156
Conwy County Council	183	183
Gwynedd County Council	204	204
Betsi Cadwaladr University Local Health Board	497	497
Special Orders	90	90
Total Pooled Budget Contributions	1,130	1,130
Expenditure		
Operating Expenses	936	1,020
Equipment Purchases (incl. Special Orders)	556	453
Total Expenditure	1,492	1,473
Net Surplus/(Deficit) on the Pooled Budget for year	(362)	(343)
Cumulative Net Surplus/(Deficit) on the Pooled Budget	(1,067)	(705)

Other

34.3 Pooled Budgets

Denbighshire Community Equipment Service pooled budget

The Denbighshire Community Equipment Service pooled budget is hosted by Denbighshire County Council. The initial three-year partnership agreement commenced on 1st April 2009 and ended on 31st March 2012 with a further agreement running between 2012 and 2015. For 2015-16 onwards it was agreed to revert to one-year agreements.

The objective of the pooled budget arrangement is to provide health and daily living equipment on loan to people with an assessed need to enable their personal safety, independence, rehabilitation and mobility. This arrangement maximises the effectiveness of local arrangements for the delivery of an integrated Health and Social Care Equipment Services by incorporating certain services in the Health Board's NHS Health Care function and the Council's Health Related Social Care function.

A memorandum of account has been produced by Denbighshire County Council as shown below:

Denbighshire Community Equipment Service pooled budget memorandum account

	2024-25	2023-24
		Restated
	£ 000	£ 000
Pooled budget contributions		
Denbighshire County Council: Core Contribution	262	219
Denbighshire County Council : Bed Service	23	0
Betsi Cadwaladr University Local Health Board: Core Contribution	221	138
Betsi Cadwaladr University Local Health Board: Bed Service	92	51
Betsi Cadwaladr University Local Health Board Other including HEC and CHC	65	115
Other - RIF Contribution from slippage	0	173
Total Pooled Budget contributions for the year	663	696
Expenditure		
Equipment purchases (Core and CHC)	144	130
Operating Expenditure	519	563
Total Expenditure for the year	663	693
Net Surplus/(Deficit) on the Pooled Budget for the Year	0	3
Cumulative net Surplus/(Deficit) on the Pooled Budget	19	19

Other

34.3 Pooled Budgets

North Wales Older People Accommodation pooled budget

In accordance with the Social Services and Well-being (Wales) Act 2014 and regulation 19(1) of the Partnership Arrangements (Wales) Regulations 2015, a pooled budget arrangement was established between North Wales local authorities and the Health Board in relation to the provision of care home accommodation for older people. These arrangements came into effect on 1st April 2019, with Denbighshire County Council acting as host authority.

Denbighshire County Council advised during 2023-24 that cash transfers to the pooled budget were to be suspended following expiry of the partnership agreement and that they would prepare a memorandum statement for 2023-24 based on cash contributions for Quarter 1 and 2 along with notional contributions for Quarters 3 and 4. These notional contributions were included for information purposes only and not accrued in partner organisations accounts.

The Health Board's contributions to the pooled budget during 2023-4 (notional and cash) was £49,033,000. Total reported contributions and expenditure on the pooled budget from all partner organisations was £126,968,000. As a new partnership agreement was not established during 2024-25 none of the partner organisations made cash transfers to the pooled budget during the year. The Health Board has, however, continued to work with local authorities in the same way as if the pooled budget arrangements had remained in place with notional contributions for 2024-25 being £53,875,000.

As these are interim arrangements pending reinstatement of a formal agreement Denbighshire County Council will prepare a memorandum account for 2024-25 based on notional contributions from each partner organisation.

	2024-25	2023-24
		Restated
	£ 000	£ 000
Contributions		
Denbighshire County Council	12,423	11,914
Conwy County Borough Council	18,090	15,301
Flintshire County Council	14,980	13,578
Wrexham County Borough Council	16,470	14,957
Gwynedd Council	13,084	12,044
Isle of Anglesey County Council	7,126	7,214
Betsi Cadwaladr University Local Health Board	53,874	49,033
Total Pooled Budget Contributions	136,047	124,041
Expenditure		
Care Home Costs	136,047	124,041
Total Expenditure for the year	136,047	124,041
Net Surplus/(Deficit) on the Pooled Budget for the Year	0	0

Other

34.3 Pooled Budgets

Denbighshire Health and Social Care Support Workers Service pooled budget

The Denbighshire Health and Social Care Support Workers Service pooled budget is hosted by Denbighshire County Council with the Health Board’s contributions to the arrangement supporting the costs of Health and Social Care workers employed by the Council.

The Health Board’s contribution to the pooled budget in 2024-25 was £50,000. (2023-24 £50,000)
 Total expenditure on the pooled budget arrangements for 2024-25 was £100,000 (2023-24 £127,000).
 A memorandum account for the pooled budget arrangement is provided below.

	2024-25	2023-24
	£ 000	£ 000
Pooled Budget contributions		
Denbighshire County Council	50	50
Betsi Cadwaladr University Local Health Board	50	50
RIF Grant	0	44
Total Pooled Budget contributions for the year	100	144
Expenditure		
Employee Expenses	92	117
Other Operating Expenditure	8	10
Total Expenditure for the year	100	127
Net Surplus/(Deficit) on the Pooled Budget for the Year	0	17
Cumulative net Surplus/(Deficit) on the Pooled Budget	55	55

THE NATIONAL HEALTH SERVICE IN WALES ACCOUNTS DIRECTION GIVEN BY WELSH MINISTERS IN ACCORDANCE WITH SCHEDULE 9 SECTION 178 PARA 3(1) OF THE NATIONAL HEALTH SERVICE (WALES) ACT 2006 (C.42) AND WITH THE APPROVAL OF TREASURY

LOCAL HEALTH BOARDS

1. Welsh Ministers direct that an account shall be prepared for the financial year ended 31 March 2011 and subsequent financial years in respect of the Local Health Boards (LHB)1, in the form specified in paragraphs [2] to [7] below.

BASIS OF PREPARATION

2. The account of the LHB shall comply with:

(a) the accounting guidance of the Government Financial Reporting Manual (FReM), which is in force for the financial year in which the accounts are being prepared, and has been applied by the Welsh Government and detailed in the NHS Wales LHB Manual for Accounts;

(b) any other specific guidance or disclosures required by the Welsh Government.

FORM AND CONTENT

3. The account of the LHB for the year ended 31 March 2011 and subsequent years shall comprise a statement of comprehensive net expenditure, a statement of financial position, a statement of cash flows and a statement of changes in taxpayers' equity as long as these statements are required by the FReM and applied by the Welsh Assembly Government, including such notes as are necessary to ensure a proper understanding of the accounts.

4. For the financial year ended 31 March 2011 and subsequent years, the account of the LHB shall give a true and fair view of the state of affairs as at the end of the financial year and the operating costs, changes in taxpayers' equity and cash flows during the year.

5. The account shall be signed and dated by the Chief Executive of the LHB.

MISCELLANEOUS

6. The direction shall be reproduced as an appendix to the published accounts.

7. The notes to the accounts shall, inter alia, include details of the accounting policies adopted.

Signed by the authority of Welsh Ministers

Signed : Chris Hurst

Dated :

1. Please see regulation 3 of the 2009 No.1559 (W.154); NATIONAL HEALTH SERVICE, WALES; The Local Health Boards (Transfer of Staff, Property, Rights and Liabilities) (Wales) Order 2009.