



Comisiynydd
yr Heddlu a
Throseddu
De Cymru

South Wales
Police
and Crime
Commissioner

Welsh Language Standards

Annual Report

2023 – 2024

Implementing the Welsh Language Standards in the Police and Crime Commissioners Office

**Mae'r ddogfen hon ar gael yn Gymraeg. Os hoffech gael y fersiwn Gymraeg, cysylltwch â:
Laura.armitt@south-wales.police.uk**

**This document is available in Welsh. If you would like access to the Welsh version, please
contact: Laura.armitt@south-wales.police.uk**



Introduction

In 2017 'Welsh Language Standards' were introduced in Wales and our Welsh Language Compliance notice was issued to us by the Welsh Language Commissioner. The Standards with which we must comply are outlined in the Police & Crime Commissioner's (PCC's) legal compliance notice, which can be accessed on our website.

Since the introduction of the Standards, the Office of the Police and Crime Commissioner (OPCC) has actively embraced the promotion of the Welsh language. We have welcomed the Standards as a means of ensuring that we offer the best possible Welsh language service - one which is equal to that which we provide in English.

This document provides an overview of the work that has taken place to comply with the Standards and promote Welsh language inclusivity during the financial year 2023 – 2024.

Internal Oversight

During the 2023 to 2024 period, oversight of the Welsh Language Standards was provided by the Strategic Lead for Scrutiny, Assurance and Equality.

Welsh language responsibilities rest with each individual in the Office of the Police and Crime Commissioner.

Embedding Standards 2023 – 2024

All staff are given access to a range of Welsh language information and materials in order to provide a consistent service to the public. Since the Standards were implemented, practical steps have been taken to ensure we are best placed to provide a positive Welsh language service. Examples include staff accessing 'Siop Siarad' sessions facilitated by a South Wales Police Welsh trainer, allowing them to practice and improve their Welsh Language skills.

New starters receive specific input relating to the Welsh language, and a dedicated section in the team information pack includes guidance documents and Welsh versions of out-of-office messages.

Welsh language speakers identify themselves in their email footers and with lanyards and badges indicating they speak Welsh. There is also a badge for those learning Welsh to support their development.

Service Delivery Standards

We work to meet our 'Service Delivery' standards through a number of measures, including:

- A standard 'contact us' format on our documents to outline that correspondence is welcomed in Welsh and English.



- The provision of footnotes at the bottom of emails and letterheads to explain that we welcome correspondence in Welsh and English.
- Welsh speakers indicate their ability to speak Welsh on email footers.
- Email signatures, 'out of office' email messages and voicemails to main landline numbers are bilingual.
- All callers to the OPCC team main line are greeted bilingually. They are then provided with assistance in the Welsh language until such a point as this is no longer possible due to lack of available Welsh speakers or the need to converse with a subject matter expert without Welsh language ability.
- All Welsh-speaking callers are treated with courtesy and respect, and we strive to provide a consistently positive service.
- When we contact people for the first time and are not aware of their language preference, we ask them if they wish to communicate with us in Welsh. This applies unless contact has already been received in English from that person or their language preference is already known.
- A system to record the details of those that inform us they wish to communicate with us in Welsh.
- Standard use documents used within the team are bilingual.
- Social Media posts are bilingual from all Commissioner accounts.
- Our policy for awarding grants takes account of the need to consider and promote the Welsh language in the awarding process.
- The OPCC advertise the provision of the Welsh Bridging Course available through South Wales Police.

Policy Making Standards

We work to meet our 'Policy Making' standards through a number of measures, including:

- When policies or projects are established or reviewed and subjected to an Equality Impact Assessment (EIA), the process includes an assessment of Welsh language implications and opportunities to promote the language.
- New staff are provided with awareness-raising sessions to ensure they use the Equality/Welsh Language Impact Assessment process effectively.

Operational Standards

We work to meet our 'Operational' standards through a number of measures, including:

- Members of staff are offered the opportunity to receive HR documents in Welsh or to conduct HR processes in Welsh. To date no members of staff have requested this facility.



- Internal Welsh language spellcheck facilities are available for Welsh speaker use.
- When we go out to advert for any post, we undergo a process to assess the Welsh language skills required for the post.
- Recruitment processes are offered bilingually.
- All new staff members that join the OPCC are briefed on the Welsh Language Standards requirements and processes at induction.
- Refresher Welsh Language Standards compliance sessions are provided as necessary during the year.
- The OPCC follows South Wales Police Welsh language policies and procedures.

Record Keeping Standards

We work to meet our ‘Record Keeping’ standards through a number of measures, including:

We maintain records relating to our Welsh Language Standards Compliance Notice.

For example, we keep a record of the numbers of complaints in relation to our compliance, as well as a record of the number of Welsh speaking members of staff and the number of advertised vacancies assessed for Welsh language skills.

To meet the requirements of our Record Keeping Standards we provide the below information in relation to this reporting period:

Recording Requirement	Number
The number of our employees who have Welsh language skills	Level 1: 5 Level 2: 26 Level 3: 6 Level 4: 4 Level 5: 3 No skills: 3
The number of new and vacant posts that we advertised during this reporting period that were categorised as posts where Welsh language skills were essential	0
The number of new and vacant posts that we advertised during this reporting period that were categorised as posts where Welsh language skills needed to be learnt when appointed to the post	0
	10



The number of new and vacant posts that we advertised during this reporting period that were categorised as posts where Welsh language skills were desirable	
The number of new and vacant posts that we advertised during this reporting period that were categorised as posts where Welsh language skills were not necessary	0

Complaints

We have an established policy for dealing with any complaints regarding adherence to the Welsh Language Standards and this can be found on our website. We have received no complaints relating to the Welsh language in this reporting period.

Conclusion

At the end of 2024, the inaugural PCC stood down and a new Commissioner was elected. This will result in revised priorities within the Police, Crime, and Justice Plan, as well as a restructuring of the office to deliver it effectively.

During this process Welsh language compliance will be a priority and allocated to an appropriate senior leader.

The Commissioner and the team remain committed to embedding the Welsh language and promoting its use across the organisation.