



Comisiynydd
yr Heddlu a
Throseddu
De Cymru

South Wales
Police
and Crime
Commissioner

Welsh Language Standards

Annual Report

2024 – 2025

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:
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**This document is available in Welsh. If you would like access to the Welsh version, please
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Introduction

In 2017 'Welsh Language Standards' were introduced in Wales and our Welsh Language Compliance notice was provided 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 way to ensure that we can offer the best possible Welsh language service, and 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 2024 – 2025.

Internal Oversight

The change of PCC in 2024 brought with it a review of the central governance for the OPCC. The Welsh Language Standards are now overseen by the Legal Compliance Meeting, chaired by the Head of Assurance and Compliance.

Each directorate has appointed a Welsh Language Champion who is responsible for offering practical advice relating to Welsh language and helping teams to embed Welsh Language.

Embedding Standards 2024 – 2025

In a year of change with the introduction of a new PCC for the first time since their inception in 2012, there has been a refocus on legal compliance an area of which is the Welsh Language Standards. The introduction of the new governance structure has enabled a focused review of Welsh Language Standards across the OPCC.

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 have included staff being able to access 'Siop Siarad' sessions which are facilitated by South Wales Police Welsh trainer allowing staff to practice and improve their Welsh Language skills.

New starters have a specific input relating to the Welsh Language and there is a Welsh language section in the team information pack that includes a guidance document and Welsh versions of out of offices.

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. There is a Welsh language area in the office that has leaflets, lanyards and support documents available to the team.

We have recently undertaken a Welsh Language audit for the OPCC, this will formulate the action plan for the Welsh Language Standards 25-26.

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 with a bilingual greeting. 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.
- Dedicated section in the monthly team “portal” relating to Welsh language
- Welsh poster created and placed around the office, promoting use of the language.



- Welsh Language champions are part of the wider South Wales Police Welsh Language Network.

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 are subjected to an ‘Equality Impact Assessment’ (EIA) process, this includes an assessment of Welsh language implications, including opportunities to promote the Welsh 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 follow SWP Welsh language and Welsh policies.

Record Keeping Standards

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

We keep records of information 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	No skills - 1 Level 1 - 5 Level 2 - 29 Level 3 - 7 Level 4 - 4 Level 5 - 5
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
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	15
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

The appointment of a new PCC has enabled a renewed focus on the Welsh language and strengthened the governance structure to ensure a structured delivery and development on the embedding of Welsh language into everyday business. The undertaking of the



audit has provided a benchmark to work from and progress will be managed through the legal compliance meeting.

The commissioner and her team are committed to embedding the Welsh language and promoting its use across the organisation.