



Comisiynydd
yr Heddlu a
Throsedd
De Cymru

South Wales
Police
and Crime
Commissioner

Welsh Language Standards

Annual Report

2025 – 2026

**Implementing the Welsh Language Standards in the
Police & Crime Commissioner's Office**



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 we must comply with are outlined in the Police & Crime Commissioner's legal compliance notice, which can be accessed on our website.

We continue to welcome the Standards as a positive way to ensure we can offer the best possible Welsh language service, and one that 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 2025-2026.

Internal Oversight

Oversight of our Welsh Language compliance and inclusivity sits with a strategic Head of Department. In addition, there are Welsh Language Champions that ensure Welsh Language Standards are embedded throughout the teams of the Commissioner's office, and that the use of the language can be promoted in all our functions.

Compliance with the Welsh Language Standards is discussed in our Legal Compliance meetings, which take place every 2 months.

As far as possible we work collaboratively with South Wales Police to promote language inclusivity.

Embedding the Standards in 2025 – 2026

During the year we have continued to ensure we have prioritised our Welsh language commitments and compliance. We established a new office structure during this period, which has enabled us introduce representatives in each Directorate and Team with responsibility for Welsh Language compliance and communication with colleagues. This means information can feed up to the Legal Compliance meeting if there are any challenges, and that best practice can be communicated down to all teams via the Champions when needed. Our Champions can also prioritise looking for opportunities to use Welsh in the workplace.

All our new staff members continue to be given access to a range of Welsh language information and materials upon appointment so that they can provide a positive and consistent service to the public. This includes comprehensive Guidance on the implementation of the Welsh Language Standards and bilingual information to ensure they can use the Welsh language in the workplace if they wish to.

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.



Following our Welsh Language audit in 2024-5, we were able to build on some areas of focus. Over the last year we have therefore worked further to standardise our compliance in some areas that we identified for improvement, including our approach to events and evolving forms of social media communication.

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 Commissioner’s 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.
- All public meetings, events and conferences, including those online, provide the opportunity of conversing in Welsh. Individuals are required to inform us of their wish to communicate in Welsh by a specified date in order that we can arrange simultaneous translation facilities appropriately.
- Standard use documents used within the team are bilingual.
- Social media posts from the Commissioner’s accounts are bilingual.
- 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.
- There is a dedicated section in the monthly team ‘portal’ relating to Welsh language updates.



- Our Welsh Language Champions are part of the wider South Wales Police Welsh Language network and attend tactical and strategic Welsh Language compliance meetings in South Wales Police.

We have not received any complaints in relation to the Service Delivery Standards in this reporting period.

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 and information, to ensure they use the Equality/Welsh Language Impact Assessment process effectively.

We have not received any complaints in relation to the Policy Making Standards in this reporting period.

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 Commissioner’s Team 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.
- We follow South Wales Police Welsh language policies and share resource such as training opportunities.

We have not received any complaints in relation to the Operational Standards in this reporting period.

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 – 0 Level 1 - 10 Level 2 - 22 Level 3 - 4 Level 4 - 4 Level 5 – 4
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	23
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
The number of employees that attended training courses conducted in Welsh during the reporting period	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 Office of the Police & Crime Commissioner continues to champion the Welsh Language and look for opportunities to promote language inclusivity in any new ways of working. As we move into a period of uncertainty over police reforms and governance, we will continue to ensure our Welsh language compliance is a priority and that the public continues to receive the equitable language service they should. We look forward to doing even more for language inclusivity in the year ahead, particularly considering how we may be able to encourage Welsh language use in the workplace.

This document is also available in Welsh