



Annual Welsh Language Standards Compliance Report 2022/23

Introduction

The Independent Office for Police Conduct (IOPC) is under a legal duty to comply with Welsh Language Standards as imposed by the [Welsh Language Commissioner](#) in the [Compliance Notice](#) issued on 30th September 2016.

Welsh Language Standards 155, 161 and 167 place a requirement on the IOPC to publish this annual report containing information in relation to how the organisation has complied with the Welsh Language Standards contained within the Compliance Notice.

Highlights

The main highlight for this reporting period is the creation of a new post of Welsh Language Development Manager. This post was advertised in Welsh and as a Welsh essential role. An appointment was made in March 2023 and the successful candidate took up their post on the 1st of May 2023.

The Welsh Language Development Manager will be responsible for:

- Leading the work to monitor compliance with Welsh Language Standards / ensuring that the IOPC complies with them.
- Leading the work of developing, monitoring and implementing the IOPC Welsh Language Strategy.
- Being the main point of contact for the Welsh Language Commissioner's Office.
- Jointly, with the Director of Operations, being the main point of contact within the IOPC, and representing the IOPC, with other Welsh language stakeholders in order to promote and develop use of the Welsh language internally and externally.
- Working with stakeholders in the public sector to share good practice.
- Working with Heads of Function and the Department Heads to implement the requirements of the Welsh Language Standards.
- Reporting on risk management to the IOPC Management Board.
- Writing reports related to promoting the Welsh Language Strategy and the Annual Monitoring Report in relation to compliance with the Welsh Language Standards.

- Consulting with the Director of Operations, Regional Directors, Heads of Department, and the Recruitment Team to identify the Welsh essential and desirable posts across the organisation.
- Managing the work of keeping records and resolving complaints related to the Welsh language, identifying organisational learning and embedding any changes which have been identified as a result of complaints received.
- Working closely with the IOPC Equalities Manager to ensure that the Welsh language is fully considered in our equality, diversity and inclusion work.
- Establishing strong working relationship with the Welsh Staff Network to share information and support initiatives.
- Liaising with the Director of People to establish plans to develop recruitment and training in Welsh.
- Working closely with the Learning and Development Team to procure, supervise and evaluate opportunities to learn Welsh and develop the Welsh language skills of staff across the organisation.
- Working to support the aim and strategy of Welsh Government to achieve one million Welsh speakers by 2050.

New IOPC website

The IOPC is in the process of developing and launching a new website. Compliance with Welsh language standards has been considered within the project plan from the outset. We are confident that the new website will lead directly to a better quality of service for those who wish to use the Welsh language when interacting with IOPC. The new website is due to be launched during the 2023/24 reporting period.

Complaints

One complaint was received during the reporting period, this was in relation to failure to provide information relating to Wales in Welsh on the IOPC website. The Director for Wales raised this matter with the relevant departments in order to prevent similar breaches of the standards in future.

Part of the ongoing work of the new IOPC Welsh Language Development Manager will be to maintain awareness of the need to comply with standards that relate to the release of information into the public domain when that information is relevant to

Wales. The Welsh Language Development Manager will also conduct dip sampling exercises regularly to ensure that compliance is met and maintained.

Posts advertised

During the reporting period 2022/23:

- 2 posts were advertised as Welsh essential
- 204 posts were advertised as no Welsh language skills required

Training

During the reporting period 2022/23 10 members of staff enrolled on courses to learn or improve on their Welsh language skills.

Name of course	Number of IOPC learners enrolled
Mynediad 2	3
Foundation 1	2
Canolradd 1	2
Gloywi Iaith	1
Mynediad 2	2

Employees' Welsh language skills

All staff have been asked to answer a very short questionnaire in regard to their personal level of ability in Welsh language skills. Staff were asked to assess their level of skill against 5 descriptors:

- No skill
- Entry
- Foundation
- Intermediate
- Higher
- Proficient

187 members of staff responded to the survey, this equates to 18% of the total staff. The breakdown of responses is shown below:

Skill level	Number	Percentage
No skill	148	13.87%
Entry	23	2.15%
Foundation	6	0.56%
Intermediate	2	0.18%
Higher	5	0.46%
Proficiency	3	0.28%

An improved process for collecting information about the Welsh language skills of staff has been identified and will be implemented during the next reporting period of 2023/24.

Compliance with service delivery standards

Communicating with the public

Guidance has been issued to staff to publicise the requirements of the Service Delivery Standards and the need to comply with them. Information on how to obtain Welsh translations is made available to staff via the IOPC intranet. A new electronic case management system is being developed to streamline record keeping, a service user's language preference will be held on this new system.

The letterheaded paper used by our Cardiff office for communicating with members of the public in Wales bears a bilingual statement that correspondence is welcomed in either Welsh or English. The "contact us" page of our website is available in Welsh, there is a statement on this page explaining that we welcome telephone calls in Welsh. In all our publications we include a statement that we welcome contact in Welsh. When Welsh speakers call our switchboard, they hear a message in Welsh offering a Welsh language service. All staff in our Cardiff office have been provided with instructions on greeting people on the telephone in Welsh, this information is also available on our intranet.

Any publicity or advertising materials that we produce for use in Wales is published in Welsh and English. When attending public events in Wales, we display Welsh versions of our leaflets, including the leaflet "How to make a complaint: a guide to the police complaints system". Staff in our office in Wales have access to a branded banner which incorporates our Welsh logo. We have a conference stand that is branded bilingually for use in Wales. Magnetic signs for our fleet cars, which include the IOPC logo, are available in Welsh in our Cardiff office along with IOPC branded jackets and hi-visibility vests that feature our Welsh branding.

Examples of public-facing documents that we produce bilingually are:

- How to make a complaint: a guide to the police complaints system
- Complaints form
- Review/appeals forms
- Annual Welsh Language Standards Monitoring Report
- Impact Report
- Business Plan
- Strategic Plan
- Family Pack (information for bereaved families)
- Victims Right to Review leaflet
- Guide to the Police Complaints System for Young People poster

A selection of our website pages have been made available in Welsh, including the homepage. Where webpages are available in Welsh, this is shown by use of the word “Cymraeg” at the top of the page. The design of the new website will enable more pages to be made available in Welsh.

IOPC does not have a presence on Facebook. Our standard messages on X (when relevant to Wales only) are tweeted bilingually. All staff have been made aware of the requirement to answer in Welsh any social media messages received in Welsh.

Signage

Any signage erected in Wales is bilingual, for example witness appeal boards. Translation of text for signage is outsourced to a translation company.

Promotion of Welsh Language Services

Our Welsh language services are promoted via our website, customer contact centre and in our information leaflets.

Wording to indicate that a member of staff speaks Welsh is available on our intranet for Welsh speaking staff members to copy and paste into their e-mail signatures.

Badges and lanyards that display the “Siarad Cymraeg” logo are made available to Welsh speaking members of staff who wish to wear them.

Compliance with Policy Making Standards

All staff have been informed of the requirement to consider the Welsh language when formulating new policies and reviewing existing policies. Our Equality Impact Assessment forms prompt staff to consider the Welsh language and provide a means of capturing any positive or negative impacts that are identified. Our newly appointed

Welsh Language Development Manager will assist staff in ensuring that the Welsh language has been appropriately considered within our policies, projects and new initiatives and that opportunities for people to use the Welsh language are maximized.

Compliance with Operational Standards

Internal Use of Welsh Policy

A policy on how we will use and promote the Welsh language internally has been created and is published on our intranet. The policy will be reviewed, re-published and promoted during the reporting period 2023/24.

Recruitment processes

Staff working in our People Management team have been made aware of the Welsh Language Standards that relate to communicating in Welsh and offering language choice to individuals applying for roles with the IOPC.

Recording of Annual Leave, Absences From Work and Flexible Working Hours

Forms that record annual leave, absences from work and flexible working hours are available in Welsh via our on-line self-service human resources system.

Human Resources Policies

Some of the human resource policies referenced with the IOPC Welsh Language Compliance Notice have been made available in Welsh, these are:

- Behaviour in the workplace
- Performance management
- Absence from work

Work is ongoing to translate and publish the following policies:

- Health and wellbeing at work
- Salaries and workplace benefits
- Work patterns

The target date for translating these policies and publishing them in Welsh is 31 March 2024.

Staff Complaints and Disciplinary Procedures

Staff have been issued with guidance informing them that they may make complaints in Welsh and that they may respond in Welsh to complaints or allegations made about them. The guidance issued to staff also covered:

- the right to use Welsh in any meetings about a complaint they have made in Welsh
- the right to use Welsh in any meetings about a complaint or allegation made against them
- the right to be notified in Welsh of the result of a complaint or allegation against them

Welsh Language Staff Network

The IOPC Welsh Language Network (the Network) is a voluntary group comprised of Welsh members of staff who are Welsh speakers and learners as well as members of staff who may speak no Welsh but have a positive interest in the Welsh language and culture of Wales.

The Network's purpose is to:

- promote the use of the Welsh language within the workplace,
- support delivery of Welsh language services to members of the public
- act as a consultative group and critical friend for the IOPC in the development of policies, procedures, projects and new initiatives which may impact upon Welsh speakers and learners

During the reporting period 2022/2023 the Network has undertaken the following activities in support of the Welsh language at IOPC:

- delivered a present about the Network and Welsh Language Standards to trainee investigators
- assisted with quality checking the Welsh version of the IOPC on-line recruitment portal
- provided feedback on the development of the new IOPC website
- celebrated Welsh Language Rights Day
- celebrated Saint Dwynwen's Day
- celebrated Welsh Language Music Day
- celebrated St David's Day

Further information / provide feedback

For further information regarding the IOPC's compliance with the Welsh language standards, or if you would like to provide us with some constructive feedback regarding our Welsh language services, please contact our Welsh Language Development Manager, Catherine Baldwin: catherine.baldwin@policeconduct.gov.uk

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We welcome telephone calls in Welsh
Rydym yn croesawu galwadau ffôn yn y Gymraeg

