



Annual Welsh Language Standards Compliance Report 2023/24

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 significant progress made in improving the amount of information now available in Welsh, especially on our website.

Specific business improvements this year include:

- All departments within IOPC have, in conjunction with the Welsh Language Development Manager, started to implement Welsh Language Standards Action Plans. These Action Plans assist departments in ensuring that all staff are aware of the specific requirements of the Welsh Language Standards in relation to their area of business. The Action Plans also enable departments to monitor and report their level of compliance with relevant Welsh Language Standards.
- Processes and methods of recording language choice at the first point of contact have been reviewed to ensure compliance with relevant Welsh Language Standards.
- Witness statement and digital evidence forms have been translated into Welsh and published in our Operations Manual alongside the English versions of the forms.
- New guidance has been published on the IOPC staff intranet (The Hub) advising staff on how to update their e-mail signatures into a bilingual format.
- Welsh police services have been consulted to ascertain their language preferences.
- Public facing finance documentation has been updated into bilingual versions.

- Public facing automated e-mail acknowledgements have been updated to be bilingual.
- Our “Violence against women and girls: End-to-end case handling review – February 2024” was published in Welsh as well as English.
- Witness appeal leaflets used in Wales have been updated to be bilingual and in a format that can be used equally by IOPC staff who are Welsh speakers and those who are not.
- A video in Welsh detailing how to make a complaint to IOPC was produced to celebrate the “Defnyddia dy Gymraeg” campaign 2023 and is now available via the IOPC website.
- The budget for Welsh language translations has been reviewed and centralised in order to avoid duplication and align with strategic objectives.
- Information on an individual’s level of Welsh language skills is now being collected during the IOPC recruitment process.
- IOPC personal development forms for staff have been made available in Welsh.
- The Health and Safety policy has been translated and made available to staff in Welsh.

Other highlights this year include:

- Positive feedback from Welsh speaking service users who have been able to use the Welsh language in their dealings with IOPC.
- A monthly “Siop Siarad” is now held via Teams on the last Tuesday of every month. This event is hosted by the Welsh Language Development Manager and the Welsh Language Staff Network. It provides an opportunity for Welsh speakers and learners across the organisation to come together to use/practice their Welsh and meet other Welsh speakers and learners.

Complaints

No complaints in relation to the Welsh language have been received during this reporting period.

Posts advertised

During the reporting period 2023/24:

- No posts were advertised as Welsh essential
- 106 posts were advertised as no Welsh language skills required

Training

During the reporting period 2023/24 20 members of staff enrolled on courses to learn or improve on their Welsh language skills.

Name of course	Number of IOPC learners enrolled
Mynediad	17
Sylfaen	2
Gloywi Iaith	1

Employees' Welsh language skills

All staff have been asked to enter their level of Welsh language skill into the IOPC People Management system. Staff were asked to assess their level of skill against 5 descriptors:

- Level 0 (No skill)
- Level 1 (Entry)
- Level 2 (Foundation)
- Level 3 (Intermediate)
- Level 4 (Higher)
- Level 5 (Proficient)

285 members of staff responded to the survey, this equates to 29% of the total staff. The breakdown of responses is shown on the following page:

Skill level	Number	Percentage
Level 0	221	22%
Level 1	49	5%
Level 2	8	0.81%
Level 3	2	0.2%
Level 4	1	0.1%
Level 5	4	0.4%

Improved processes for collecting information about the Welsh language skills of staff were implemented during this reporting period, however the implementation of these processes is only partially completed. By the end of the next reporting period the processes will have been fully implemented, we expect to include a full data set in the next annual monitoring report.

Compliance with service delivery standards

Communicating with the public

Guidance has been issued to staff to publicize 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 has been 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 Customer Contact Centre, 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"..

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

During this reporting period, the new IOPC website has been launched and an increased number of our website pages have been made available in Welsh. Where

webpages are available in Welsh, this is shown by use of the word “Cymraeg” at the top of the page.

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 Welsh Language Development Manager provides guidance to staff to ensure 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 was due to be reviewed during the reporting period 2023/24, however this will now take place in the reporting period 2024/25.

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 review, translate and publish the following policies:

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

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 2023/2024 the Network has undertaken the following activities in support of the Welsh language at IOPC:

- hosted the annual IOPC Staff Network Day celebration with a hybrid event held on-line and at the Cardiff Office. A senior officer from the Welsh Language Commissioner's Office attended to give a short talk on the role of the Welsh Language Commissioner and to explain how the Welsh Language Standards impact upon the business of the IOPC.
- delivered three awareness raising sessions for the IOPC Allyship Programme. The sessions covered lived experiences of Welsh speakers, recognising discriminatory language, linguistic courtesy and how to be an ally to Welsh speakers and learners. The allies taking part in the programme provided very positive feedback and implemented positive changes in their work life to promote awareness of the Welsh language and culture, for example amending automated internal e-mail responses to be bilingual as a courtesy to Welsh speaking staff.
- provided feedback on the development of IOPC policies
- promoted the Defnyddia dy Gymraeg campaign
- 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

