



Comisiynydd Heddlu a Throseddu  
Dyfed-Powys  
Police and Crime Commissioner

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# OPCC WELSH LANGUAGE ANNUAL REPORT 2021-2022

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## 1. Foreword

I am pleased to publish the Welsh Language Annual Report which shows the progress made by the Office of the Police and Crime Commissioner in the last year.

A high percentage of the population in the Dyfed-Powys area are first language Welsh speakers, and therefore we have a duty to ensure that we can undoubtedly provide a bilingual service, and that we have a workforce that has the skills to communicate with the public confidently in Welsh and English.

As a policing service we have continued to welcome the use of Welsh in our workforce and within our communities. Increasing our ability to provide bilingual services to the citizens of Dyfed-Powys is a priority for both organisations.

We will continue to work together to identify better and innovative practices that help us achieve the objectives outlined in the strategy and comply with the relevant standards.

I am very proud of the work we have completed to date and I invite you to contact us if you have any comments or suggestions on how we can improve the way we deliver our services bilingually.



Dafydd Llywelyn, Dyfed-Powys Police and Crime Commissioner

## 2. Introduction and Background

The Office of the Police and Crime Commissioner (OPCC) have implemented the Welsh Language Standards since the 30<sup>th</sup> of March 2017. The National Assembly for Wales approved them in accordance with section 150(2) of the Welsh Language (Wales) Measure 2011, They have been created in order to ensure that the Welsh language is not treated any less favourably than the English language.

During 2021-22 Dyfed-Powys OPCC have continued to embrace the use of the Welsh language within the workplace and with the communities in which we serve. It is vital that the public are able to access our services through the medium of Welsh on a day-to-day basis. We are assisting all staff to ensure that support is easily accessible in order to ensure that we provide a high standard of service to all communities within the Dyfed-Powys area.

The purpose of this annual report is to provide an overview of our compliance with the Welsh Language Standards, how we facilitate the use of Welsh language services and how the OPCC works to ensure the standards are adhered to. A copy of this report is available on the OPCC website.

There are two legally recognised languages in Wales and this is acknowledged in our service provision: **Dwy Iaith- Dau Ddewis!**

## 3. Welsh Language Strategy

The Welsh Language Strategy is a joint document with the Police & Crime Commissioner's Office and the Force. The strategy's aim is to ensure that we develop a workforce which is representative of our communities through various actions; setting a clear timescale and a plan for us to be held accountable to.

In order to fully understand the actions that were necessary in order to ensure that the Welsh language is fully embedded into the everyday business of the OPCC and the Force, a thematic review was undertaken to baseline the position at the time.

The Thematic Review considered:

- National Police data; - Dyfed-Powys Police data
- Census 2011 – Representation of the communities within Dyfed-Powys Police's geographical area, using the 2011 Census
- Data collection from other Welsh Forces
- Employee perceptions of Dyfed-Powys Police, captured by visiting stations and departments

- Views of our public, obtained by talking to members of the public in different areas

The aim of the strategy is to develop a workforce which is representative of our communities by:

- Ensuring that our communities receive a Welsh language service when requested.
- Attracting more Welsh speakers to join the Force and OPCC's workforce; this will enable equal availability of service through the medium of Welsh and English. It will also improve the representation of Welsh speakers the Force has in comparison with the representation within our communities.
- Providing adequate opportunities for our staff and officers to learn Welsh in the workplace, as well as utilising the Welsh language during all aspects of their employment, including promotion.
- Ensuring that the Welsh language is a key consideration in terms of all the Force and OPCC's policies and procedures, rather than an afterthought.

The results of the thematic review enabled an action plan to be put in place in order to meet the aims of the strategy, short, medium and long term actions were identified

The strategy and all actions which feed into it is being monitored during the 'Yr Iaith Ar Waith' (Welsh in the Workplace) meetings which are held on a quarterly basis. A copy of our Welsh Language Strategy is available on the OPCC [Website](#). A new strategy will be created in 2022.

The Office of the Police and Crime Commissioner work very closely with Dyfed-Powys Police Force and all communications, training, opportunities, resources etc. are shared with the OPCC on a level platform ensuring that staff of the OPCC have access to the same materials as staff and officers of the Force. A member of the OPCC team attends the quarterly Force Yr Iaith a'r Waith meetings which gives the office the opportunity to share best practice and understand any issues the Force may be facing with regards to the Welsh language.

## 4. Achievements

### **Mawrth Mawr**

#### **Internal Welsh Language Campaign**

On St David's day this year an internal online event was hosted by the Police and Crime Commissioner and the Chief Constable which included a number of guest

speakers. The purpose of the event was to give staff and officers an opportunity to discuss any Welsh Language matters and to listen to inspirational speakers who highlighted what the Welsh language means to them. The event also launched a month-long, internal Welsh Language Campaign with the following themes:

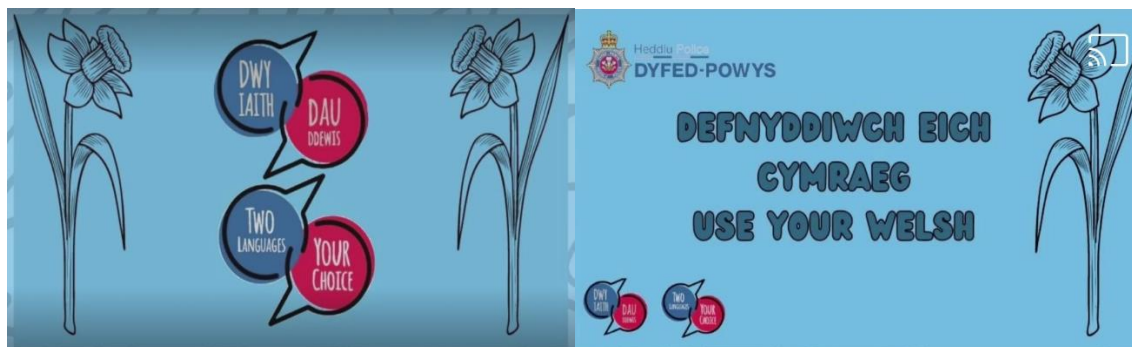
- The Welsh Language Standards
- Have fun with the Welsh Language
- Welsh Language lessons
- Understanding and breaking down barriers

As well as the online event, a survey was created for Staff and Officers to complete anonymously. The purpose of the survey was to understand what support the workforce needed to improve their own Welsh language ability, to understand any barriers they may be facing to improve the service we give to our communities.

### External Communication

A video was posted through the Force social media channels to celebrate five years since the standards were introduced in the OPCC and Dyfed-Powys Police; it focused on how we continue to serve the public through the medium of Welsh and how speaking Welsh helps us better connect with our communities:

This can be viewed [here](#).



### The Welsh Language Mentoring Scheme

The Welsh Language Mentoring Scheme has continued this year; it is an internal scheme to support police staff and officers to gain confidence whilst speaking through the medium of Welsh. It pairs a confident Welsh speaker with a learner or less confident speaker and they have regular conversations through the medium of Welsh. This encourages an increase in the internal use of Welsh and helps less confident Welsh speakers feel more comfortable using the language.

### Supporting various ways to learn

The OPCC and the Force recognises that people learn in different ways and at different speeds, so we have arranged different ways to help people learn and reach their desired Welsh language level. These include organising internal courses, enabling staff and officers to learn via an online course and supporting those who

wish to attend courses within their communities. We also have an easily accessible intranet page that guides people to the best learning option for them. All courses are fully funded by the OPCC and the Force, and learning is done during work time.

### Welsh Language Awareness

New staff and officers receive an awareness presentation on the Welsh Language during induction events. This provides them with a brief history of Welsh culture, the Welsh language timeline, the Welsh Language Standards and information on the support resources available. It also provides figures regarding Welsh Language speakers within the communities in which we serve and how we are to provide the highest standard of service to our residents by communicating through the language of their choice, highlighting that this is a legal requirement. The below table shows the inputs that have been provided from April 2021 and March 2022:

### Resources to help staff and officers

Resources are emailed and handed out during inputs to assist in complying with the requirements of the Welsh Language Standards. The resources include an in-depth guidance booklet for further clarification on the Standards. This booklet includes detailed descriptions of the Standards along with useful templates to assist staff and officers with out of office notices, email signatures etc. We also ensure that our 'desk top tick list' resource is available to everyone. This helpful little resource is a quick

Event Title	Event Date
New Recruits Input	June 2021
Officer Transferee Awareness Input	September 2021
FCC New Recruits Input	September 2021
New recruits	October 2021
Officer Transferee Awareness Input	March 2022
New Recruits Input	March 2022

guide which includes all the templates that are required as a result of the Welsh Language Standards, details on how to utilise the Translation Unit, points to consider when organising a meeting, answering a telephone call etc.



The Welsh language resources have been made available on the Force's intranet page which is fully accessible to staff in the OPCC. This is to ensure that all staff and officers always have access to the resources. An extra 'word map' resource has been created particularly for the intranet. The 'word map' is a frequently used list of words, names and terms varying from rank titles to location titles, and to frequently asked questions. We have also attached an audio file to the words to assist non-Welsh speaking staff to practice the pronunciation of words.

## 5. Working with the Welsh Language Commissioner and in Partnership

The OPCC and the Force has taken every opportunity to attend events organised by the Welsh Language Commissioner's Office in order to improve on our services.

### Welsh Language Rights Day

In order to celebrate the Welsh Language Rights Day on the 7<sup>th</sup> of December 2021 an external campaign was organised via the Force's social media platforms. It included a video reminding our communities that we offer a fully bilingual service:



### Carmarthenshire County Council's Strategic Forum

During 2021-2022, a representative from the OPCC sat on Carmarthenshire County Council's Strategic Forum with partners including Hywel Dda Health Board, University of Wales Trinity Saint David, DPP, and several other key stakeholders. The aim of the Strategic Forum is to ensure that Carmarthenshire County Council's new Welsh Language strategy aligns with the work of all public bodies within the regions and enables us to identify any key opportunities to act collaboratively for the Welsh language.



## 6. Compliance with the Welsh Language Standards

Over the course of three months in early 2022 the Welsh Language Commissioner's office conducted verification checks on the OPCC's Welsh language services. The results of the monitoring and compliance were very positive and the OPCC are progressing with actions to ensure we meet the expected standards.

### Correspondence

- The OPCC was compliant with all the relevant standards

### Telephone

- OPCC was deemed to be compliant with all the relevant standards.

### Publicity and advertising

- 3 samples of different publicity or advertising materials were checked and two of the samples didn't comply fully with the related standards – One tweet - retweeted the English message where a Welsh alternative was available to be retweeted. One Facebook post had an animation where the 'Safer Streets' heading was in English rather than Welsh.

*Learning in relation to this has been fed back to relevant officers within the OPCC, who have put measures in place to improve compliance with the standards.*

### Documents

- 3 samples of different documents available on the website were checked and all 3 were available in Welsh. However, under standard 47, there is a requirement to note on the English versions of documents that they are also available in Welsh. The 3 documents reviewed didn't include this information.

*ALL OPCC staff have been reminded of their responsibilities in terms of compliance with standard 47. An exercise is being undertaken to review all documents on our website and update documents accordingly where necessary. This is due for completion by September 2022.*

### Forms

- 3 samples of different forms available on the website were checked and all 3 were available in Welsh.

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## Website

- 15 samples of pages from the main website were checked and all 15 mostly complied with the related standards. All the pages were mostly available in Welsh, however menu links at the bottom of the pages are in English only - latest news, useful links and contact us, which isn't compliant with standard 53.

*Menu links have now all been corrected.*

## Social media

- 10 Twitter posts from the main account were sampled and all were available in Welsh and compliant with the relevant standards, apart from one example as highlighted above, where we'd retweeted an English message where a Welsh one was available. There was another example cited where the word 'race relations Wales' hadn't been translated, which isn't compliant with standard 55.

*As above – Publicity and advertising*

- 10 Facebook posts from the main account were sampled and all were available in Welsh and compliant with the relevant standards.

## Corporate identity

- 3 samples of different examples were checked and all three complied fully with the related standard.

## Recruitment

- There were no posts being advertised at the time of checking.

## Complaints Procedure

- The OPCC's complaints procedure doesn't reference complaints relating to the standards and to the categories of standards, which isn't compliant with standards 153 and 159.

*This has now been rectified and approved by Welsh Language Commissioner.*

## Annual Report

- Standards 155, 161 and 167 requires the OPCC to produce an annual report for each financial year, which deals with how you complied with the service delivery standards, policy standards and operational standards. In your supplementary standards questionnaire you pointed towards the Dyfed-Powys Police annual report, however the standards require OPCC to produce its own report that's independent of the Dyfed-Powys Police report.

*An OPCC report has been produced.*

## 7. Welsh language Courses

In 2017 the Force published its new Welsh Language Lesson Policy which applies equally to the OPCC. In this it states the commitment of the OPCC and the Force in promoting and facilitating opportunities to learn the Welsh language. The policy details the support available to staff and officers in order to both learn and to improve their Welsh language skills.

The Force has continued to ensure that Welsh language lessons are provided and supported and these are fully available to all members of staff in the OPCC. During 2021-2022 a beginners' course was organised for staff and officers to complete online. These courses were fully funded and learners were given work time to complete the course.

Unfortunately, due to the Coronavirus Pandemic, Welsh language courses have not been held face to face this year, however staff and officers were encouraged to attend courses in their communities. The Force are currently sourcing face-to-face lessons for the coming year which again will be fully accessible to staff in the OPCC.

The Force are striving to increase their delivery of training courses through the medium of Welsh to their staff and officers, this includes staff from the OPCC. Currently the following courses are available through the medium of Welsh, when a person is invited for the training they are offered it in Welsh also:

- Induction package
- Recruitment, interviewing and shortlisting training (CVF)
- Professional Standards training input

None of the above courses have been requested in Welsh this year but our aim is to promote the available Welsh language courses wider so that more people attend the Welsh medium options. Moving forward we will hopefully increase the number of courses offered in Welsh so that staff and officers are able to complete as much of their training as possible through the medium of Welsh, should they wish to do so.

## 8. Welsh Language Ability of Staff

### **Being able to display basic Welsh linguistic courtesy**

It is important for the OPCC's workforce to represent the communities in which it serves. As an office we are proud of our Welsh identity and wish to encourage staff to support all our residents. We believe that it is really important for our staff to be

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able to display basic Welsh linguistic courtesy to our residents and to one another. In order to ensure this the OPCC has committed to having a workforce who can all converse in Welsh at level 1 as a minimum.

To help us achieve this, as of April 2019 all new role profiles for staff state that the successful applicant must have the ability to communicate through the medium of Welsh to level 1 or be prepared to achieve this within 6 months of appointment. This is monitored through the persons probationary period and their Development and Assessment Profile with more support given if required.

If an individual does not meet the requirement, they will progress through formal performance stages.

The following table shows Welsh language skill levels for speaking and understanding within the OPCC:

	May-17	May-18	Jun-19	Mar-20	Apr-21	Mar-22
Level 0	0	11	11	8	6	6
Level 1	6	7	9	12	13	13
Level 2	1	4	4	2	1	1
Level 3	2	1	1	0	1	1
Level 4	3	3	3	7	9	10
Level 5	6	11	11	8	6	6
Not stated	26	0	0	0	0	0
Total	44	37	39	36	36	37

Staff with level 0 Welsh is at its lowest since the standards were introduced with level 1 increasing each year. Those with levels 4 and 5 is at its highest with 43% of OPCC staff currently stating their ability as being at this level. We predict that the Welsh language levels of the OPCC will continue to increase as Welsh language lessons are continued to be offered.

We are continuing to encourage employees to keep their information up to date and are requesting that staff update their Welsh Language ability through internal communication and when providing Welsh language inputs.

The description of the Welsh language levels can be found on page 15 of this report

## 9. Role Vacancies

As of the 1<sup>st</sup> of April 2019 all roles require Welsh Language Level 1 or the candidate must be prepared to achieve this within 6 months of appointment.

### 1st April, 2020 – 31st of March, 2021

Category	No. of vacancies
Welsh Essential	3
Welsh needed to be learnt when appointed to the post	3

Category	No. of vacancies
Welsh Language Level 1	3
Welsh Language Level 2	
Welsh Language Level 3	1
Welsh Language Level 4	2
Welsh Language Level 5	

A new Chief Constable was appointed during the last financial year. As part of this process, the Police and Crime Commissioner placed emphasis on the requirement for:

“A willingness to learn basic Welsh, as a minimum, in order to connect with local communities. The Commissioner will encourage this and ensure that appropriate Welsh language support and training is made available.”

## 10. Policy Making

### Equality Impact Assessments

The OPCC shares the Majority of Policies and Procedures with the Force and as such adhere to the same standards. Equality Impact Assessments are carried out on any Policy, Procedure or Activity which the OPCC and Force undertakes to ensure they meet the requirements of the Public Sector Equality Duty, and do not have an

adverse or negative effect on any particular groups of people protected by the Equality Act 2010, assessing the impact it may have on a person.

They have included the Welsh language within this assessment to ensure that it is considered at all times. The question asks:

*'In accordance with the Welsh Language Standards, the following considerations also need to be made in relation to the Welsh Language:*

*Evidence how you have considered how the policy decision would have positive effects, or increased positive effects, on -*

*(a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.*

*Evidence how you have considered how the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on —*

*(a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.*

Whenever the OPCC carries out an independent piece of work we also ensure that an equality impact assessment is undertaken. Examples of these are:

- Council Tax Precept EIA
- Police and Crime Plan Consultation EIA
- Victim Engagement Forum EIA
- Consultation and Engagement EIA
- Police and Crime Plan EIA

These are all published and available to view on our website.

## 11. Dissatisfaction

The OPCC did not receive any complaints relating to the Welsh language during the last year:

## 12. Welsh Language Levels

Some ways of using Welsh in the OPCC/Force	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Level 4</u>	<u>Level 5</u>
<b>In an office</b>	Can say place names/Welsh first names or Welsh signs correctly. Can recognise departments / locations/ ranks in Welsh. Can greet and introduce others in Welsh.	Can Understand the essence of a conversation in Welsh. Can convey basic information e.g. simple admin. or routine tasks.	Can understand much in the office or in meetings. Can take and pass on messages likely to require attention during a normal working day.	Can contribute effectively in meetings within own area of work and argue for or against a case.	Can interview Welsh speaking applicants for posts and assess their suitability.
<b>Police Officer duties</b>	Can show linguistic courtesy by opening and closing a conversation. Can give, and receive personal details. Can say place names/ first names or Welsh signs correctly.	Can Understand the essence of a request from the public and respond to simple requests. Can give and receive instructions and directions.	Can converse partly in Welsh but turns to English in discussion and to give detailed information. Can describe people and locations.	Can deal with the public in most situations in Welsh but turns to English when using policing/ technical terminology.	Can deal effectively with complex enquiries from the public or confrontations in Welsh. Can interview or question in the course of an investigation in Welsh.
<b>Police Station Counter / Reception / On the phone</b>	Can provide bilingual greeting appropriate to location. Can greet visitors and enable language choice.	Can understand requests for assistance and responds in Welsh to simple requests. Can use Welsh to transfer calls.	Can respond to general enquiries over the phone and face to face. Can take details or make a note from Welsh conversation.	Can deal with enquiries effectively. Can understand dialect differences.	Can deal with complex or sensitive enquiries or complaints from the public and deal confidently with hostile questions.
<b>Public Meetings / Talking to the Media</b>	Can open and close meetings and welcome participants bilingually.	Can introduce oneself and others by name, rank, role, and location/ organisation.	Can converse or present in part in Welsh but turns to English when discussing detail of core business, answering	Can chair a meeting and respond to questions in Welsh. Can describe a situation or event in Welsh,	Can provide Welsh Language presentations. Can answer complex or hostile questions in Welsh to the extent that

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		Can contribute in a meeting partly in Welsh.	questions or using complex information.	but turns to English for technical or policing terms.	he/she has the necessary specialist knowledge.
<b>Writing</b>	Can write a simple routine request to a colleague, such as 'Can I have.... please?'	Can write a short note of request to a colleague or known external contact.	Can write informal internal memos, E-mail messages and deal with routine requests.	With editorial help, can write business letters, e-mails and posters for external customers.	Can write reports and presentations and make full and accurate notes in a meeting.

**Further Information**

Should you require further information with regards to the Welsh Language Annual Report; please email [opcc@dyfed-powys.police.uk](mailto:opcc@dyfed-powys.police.uk)