

Mae'r ddogfen hon ar gael yn Gymraeg yn ogystal â Saesneg.

This document is available in Welsh as well as English.



OPCC WELSH LANGUAGE ANNUAL REPORT 2025-2026

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1. Foreword

I am pleased to present this Welsh Language Annual Report, which sets out the progress made and work undertaken by the Office of the Police and Crime Commissioner in advancing the Welsh language during 2025/2026.

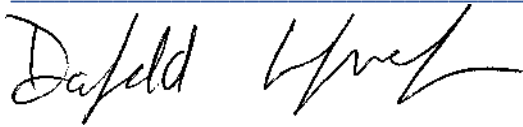
Throughout the year, we have remained committed to ensuring that the Welsh language is afforded equal status to English in the delivery of our services. As Police and Crime Commissioner, I recognise the importance of providing services that meet the needs of our communities, including enabling individuals to engage with us in their language of choice. I have continued to oversee investment in Dyfed-Powys Police's ability to deliver policing through the medium of Welsh, ensuring that these resources are used effectively and deliver positive outcomes.

The Office has taken further steps to strengthen Welsh language provision and to embed the Welsh Language Standards more firmly across our work. Our aim is not only to meet our obligations, but to build on them and move towards developing a confident, fully bilingual workforce.

We have also continued to support our staff in developing their Welsh language skills by giving them the time, encouragement and a supportive environment in which to learn and use the language. In addition, I have supported recruitment activity to strengthen Welsh language capacity, ensuring both the Office and the Force maintain a visible presence at key national events such as the Royal Welsh Show. As part of this commitment, I was also pleased to appoint a fluent Welsh-speaking Chief Constable, further reinforcing leadership and service delivery through the medium of Welsh.

In my Police and Crime Plan for 2025–2029, I set out a clear ambition to strengthen trust and confidence in Dyfed-Powys Police and the wider criminal justice system. Delivering this ambition relies on ensuring that our services are accessible and inclusive, recognising the diversity of our communities, including their linguistic needs. As part of this, I committed to investing in the Force's capacity to deliver services in Welsh. One example of this is the additional funding provided to the Force's Communication Centre to enable the recruitment of more Welsh-speaking call handlers.

Next year, I will continue to support Dyfed-Powys Police in delivering its Welsh Language Strategy, while working collaboratively on the development of a new Welsh Language Strategy, which will be launched at my 2027 St David's Conference.



Dafydd Llywelyn,

Dyfed-Powys Police and Crime Commissioner

2. Introduction and Background

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

During 2025-26, Dyfed-Powys OPCC has continued to promote and embed the use of the Welsh language within the workplace and with the communities in which we

serve. It is vital that the public have access to our services through the medium of Welsh on a day-to-day basis.

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 in both Welsh and English.

3. Welsh Language Strategy

During 2024 a new Welsh Language strategy solely for the Office of the Police and Crime Commissioner was launched with the aim of the further development of a workforce that is representative of our communities which ensures:

- That our communities receive a Welsh language service when requested
- We attract more Welsh speakers to join the OPCC as staff or volunteers
- We provide adequate opportunities for our staff and volunteers to learn Welsh
- That the Welsh language is a key consideration in terms of all the OPCC's policies and procedures.

The strategy contained 7 key objectives and the progress we made against those objectives is evidenced in the following table.

Objective	Reason	Progress
1. Encourage staff to engage with opportunities to improve their Welsh language skills.	This will assist the OPCC in their efforts to maintaining the position of being a bilingual organisation.	As part of their development staff are encouraged to take opportunities to improve their Welsh language skills. "Clwb Clecs" was convened which gives staff an opportunity to practice their Welsh language skills. This will be reviewed in the next year with the intention to refresh the arrangements to ensure it is worthwhile for staff, as well as ensuring that some meetings are held through the medium of Welsh,

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		increasing the use of conversational Welsh in the Office.
2. Increase the number of Welsh speakers who volunteer as part of the assurance and scrutiny work of the OPCC.	This will assist staff within the OPCC and Dyfed-Powys Police force by having more individuals who can converse through the medium of Welsh.	There is active recruitment for all volunteer schemes run by the OPCC. Two new volunteers who joined the schemes during 2025-2026 speak fluent Welsh.
3. Increase the Welsh language skills of current volunteers who volunteer as part of the assurance and scrutiny work of the OPCC.	This will increase the number of individuals who can use Welsh and align with the Welsh Government strategy to have 1 million Welsh speakers by 2050.	Welsh language lessons were offered to staff and volunteers. While no staff/volunteers opted to take on lessons within the reporting year, many have reported some activities undertaken to informally practice skills gained through previous learning, such as speaking more Welsh at work with colleagues and practicing with friends and family. The OPCC will continue to share resources and learning opportunities with staff and volunteers.
4. Promote and monitor compliance with the Welsh language standards to ensure that the whole office is compliant.	This will ensure that the OPCC is fully compliant in delivering the Welsh language standards.	Self-assessment activities were undertaken between November and February of the reporting year, in line with the Welsh Language Commissioner's request for information on self-assessment. During the activity, the office had a high confidence in its compliance. The office has continued to liaise with the Promoting Compliance Officer from the Welsh Language Commissioner's Office to ensure compliance and to

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		enhance current provision.
5. Engage with communities at public events to highlight the availability of Welsh language services.	This will ensure that communities understand that we do provide services in Welsh and they have the opportunity to communicate with us in Welsh.	The OPCC attended numerous public events during 2025/2026, such as The Royal Welsh Agricultural Show and the Pembrokeshire Show. Welsh-speaking staff were available at the events, which was an opportunity to highlight the Welsh language provision within the OPCC.
6. Highlight courses for members of staff who currently identify as having no Welsh language skills.	This will assist the OPCC in becoming a bilingual organisation.	This action is covered under point 1 and 3. above. In addition, improving Welsh language skills was included as an objective for a number of staff within their Development and Assessment Profile for 2025-26.
7. Raise awareness of the Welsh Language amongst staff through innovative and creative ways, including the celebration of Welsh holidays and cultural events.	By celebrating traditional Welsh events it will give those staff with lesser skills more knowledge in the rich history of Wales and empower more learning of the language and culture.	The PCC hosted his 10 th Annual St Davids Day Conference to coincide with the symbolic day of Welsh celebration.

There are two legally recognised languages in Wales and this is acknowledged in our service provision: **Dwy iaith - Dau Ddewis!** This is where, as an organisation we ensure that we legally offer a fully bilingual service and that Welsh is treated as an equal language.

A Member of the OPCC team sits on the 'Yr Iaith Ar Waith' group which is the Force's Welsh Language Action Group. The purpose of the group is to promote the

value and importance of the Welsh language for Dyfed-Powys Police and to further progress work around the Welsh language at a strategic level. The meetings are an opportunity also to share best practice and understand any issues the Force may be facing with regards to the Welsh language. It forms part of the Police and Crime Commissioner's scrutiny of the Chief Constable's performance in increasing Dyfed-Powys Police's capacity to deliver policing services through the medium of Welsh.

4. Achievements

Events: Royal Welsh Show

During July 2025, we attended the Royal Welsh Show in Builth Wells where we had a shared stand space with Dyfed-Powys Police. The Royal Welsh Show is seen as one of the key opportunities for the PCC and the Office to engage and consult directly with our rural communities, and Welsh language speakers in particular, to promote the work of the Office and to provide them an opportunity to raise any issues in relation to the services that we provide.

We also undertook a consultation bilingually in collaboration with Aberystwyth University to understand rural concerns, and the issues that matter the most to our rural communities.

Communications

All of our communications to the public are published bilingual. This includes all our social media posts, press releases, monthly bulletins, ensuring that we comply with requirements of the Welsh Language Standards.

Commissioned Services

All contracted services are obliged to comply with the Welsh Language Standards. This is tested within the tender process and scored at evaluation stage. Once awarded, there is a requirement for Welsh language provision to be reported as part of quarterly monitoring and is also included within an annual audit of services.

5. Compliance with the Welsh Language Standards

Welsh Language Standards

During 2025/2026, the Office was subject to a monitoring review by the Welsh Language Commissioner, focusing on compliance with the Welsh Language Standards in relation to our website.

As part of this exercise, a sample of ten webpages was assessed. While the review identified a small number of issues, these were primarily technical in nature. They included instances where 'download' buttons appeared in English only on Welsh language pages, English headings within Welsh content, and search or filtering functions that were not fully available in Welsh.

The feedback received recognised that these matters were readily addressable and, importantly, acknowledged the significant improvements made since the previous review. The Welsh Language Commissioner noted the considerable effort and investment that had gone into developing a website that is increasingly compliant and accessible in both languages.

A number of recommendations were provided to strengthen compliance further. These focused on ensuring that all interactive elements are available in Welsh, that both language versions of content are equivalent in scope and detail, that materials are published simultaneously in both languages, and that robust processes are in place to maintain ongoing compliance.

Following the review, all identified issues were addressed by our IT team. We have also taken steps to strengthen our internal processes to ensure that future content and updates fully meet the requirements of the Welsh Language Standards. This includes improved oversight arrangements and more consistent checks to ensure that the Welsh language is fully integrated across all aspects of our digital presence.

6. Welsh language Courses

Staff within the OPCC are encouraged to undertake any Welsh language courses that are felt to be relevant and appropriate. The staff have access to all the same

courses accessible to Police Officers and Staff and they vary in complexity depending on the level of the requirement.

The OPCC leadership team agreed that all staff would have an organisational objective contained within their Development Assessment Profile (DAP) during 2025/2026. The objective is “To actively support and promote personal professional development, including the development of Welsh language skills, in the workplace by engaging in activities that encourage learning, confidence and transfer of skills”. Some staff took a step further to include building skills/confidence in using the Welsh language in their objectives linked to personal development.

7. Welsh Language Ability of Staff

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 by engaging with them in their preferred language. We believe that it is important for our staff to be able to display basic Welsh linguistic courtesy to our residents and to one another. 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.

At the end of the financial year 2025/2026 the following levels of Welsh language skills were recorded. All individuals recorded skills of level 1 and above, with 14 staff with Welsh language skills of 3 and above.

Welsh Language Skills	
Level 0	0
Level 1	4
Level 2	4
Level 3	4
Level 4	4
Level 5	6

8. Policy Making

Welsh Language Impact Assessment

The OPCC assesses impacts to the Welsh language when there are changes to policy within an impact assessment document. Welsh language impact assessments are currently integrated with equalities impact assessments into a single form, which provides a practical and efficient approach by reducing duplication and ensuring the same stakeholders can readily consider and contribute to both. We continually review whether separate assessments would be of greater benefit. Staff were reminded of the importance of monitoring the impacts to the Welsh language in key policy and strategic decisions in March 2026, including a reminder of the template that should be used.

Whenever the OPCC carries out an independent piece of work, the office ensures that an equality and Welsh language impact assessment is undertaken. Examples of previous impact assessments include:

- Council Tax Precept
- Police and Crime Plan Consultation
- Police and Crime Plan
- Victim Engagement Forum
- Consultation and Engagement
- Decision Making Policy

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

9. Dissatisfaction

The OPCC received one complaint relating to the Welsh language in March 2026, received via the Welsh Language Commissioner's Office. The complaint related to an automated response email having the English text placed above the Welsh. The OPCC has rectified the error and has put the following mitigation steps in place:

- Reinforcing staff guidance on Welsh Language Standards and correspondence requirements.
- Introducing additional internal checks to monitor compliance.
- Reviewing our communication templates and workflows to ensure compliance is consistently achieved.

At the time of preparing this annual report, the Welsh Language Commissioner's Office indicated that they were satisfied with the immediate steps taken to resolve the matter and that therefore, no investigation would be required.

10. Welsh Language Levels

Some ways of using Welsh in the OPCC	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Level 4</u>	<u>Level 5</u>
In an office	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.
Public Meetings / Talking to the Media	Can open and close meetings and welcome participants bilingually.	Can introduce oneself and others by name, rank, role, and location/ organisation. Can contribute in a meeting partly in Welsh.	Can converse or present in part in Welsh but turns to English when discussing detail of core business, answering questions or using complex information.	Can chair a meeting and respond to questions in Welsh. Can describe a situation or event in Welsh but turns to English for technical or policing terms.	Can provide Welsh Language presentations. Can answer complex or hostile questions in Welsh to the extent that he/she has the necessary specialist knowledge.
Writing	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, or if you require a printed copy, please email opcc@dyfed-powys.police.uk.

