

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

This document is available in Welsh as well as English.

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**OPCC WELSH LANGUAGE ANNUAL REPORT 2023-2024**

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1. Foreword

I am pleased to publish the Welsh Language Annual Report which demonstrates the progress made and the work undertaken by the Office of the Police and Crime Commissioner in relation to the Welsh language during 2023/2024.

It is vitally important that we continue to ensure that the Welsh language is treated no less favourably than the English language when we deliver our services. As an elected representative of the public, I recognise the importance of providing services to our Welsh Language communities in their mamiaith, and whilst this Annual Report is specifically in relation to my Office, it is important to note that as part of my statutory responsibility in holding the Chief Constable to account for the delivery of service provision to our local communities, I have continued to support the Chief Constable to invest in increasing Dyfed-Powys Police’s capacity to deliver policing services through the medium of Welsh.

My Office has actively sought to enhance service provision in Welsh and further embed the Welsh Language Standards with a view to going above and beyond to develop a fully bilingual workforce.

My Office has seen an increase in Welsh speaking staff and also an increase in the skill levels of some staff following attendance of Welsh courses. We have also continued to give people time and encouragement to improve their Welsh in a safe environment.

Welcoming the Urdd Eisteddfod in May 2023 to Llandovery which is in our Force area was a particular highlight for me during the year. Being the largest youth festival in Europe where the use of Welsh language is celebrated, this was an ideal opportunity for my Office to publicise the availability of our services in Welsh and to learn how we can further improve our Welsh language provision. We will continue to strive forward with this endeavour and build upon the strong foundation which is now in place.



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 30th 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 to ensure that the Welsh language is not treated any less favourably than the English language.

During 2023-24 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 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

An undertaking was made in the previous year that a Welsh language strategy would be developed solely for the Office of the Police and Crime Commissioner (OPCC) having been a joint strategy with the Force in previous years. Unfortunately, the strategy was not completed during the year but it will be launched in 2024-25, early in the new Police and Crime Commissioner term.

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.

The OPCC work very closely with the Dyfed-Powys Police Force and all resources, training opportunities etc are shared with the OPCC ensuring that staff have access to the same materials and opportunities as staff and officers in the Force.

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

**Policing Board Meetings**

The Commissioner holds Policing Board meetings on a fortnightly basis where he holds the Chief Constable to account for the delivery of policing services across the Dyfed Powys area. During 2023-2024 a number of Policing Boards were conducted through the medium of Welsh. This was instigated by the Commissioner and the Chief Constable who are both strong advocates of the Welsh language.

**Policing Accountability Board**

During 2023/204 the Commissioner held Policing Accountability Board meetings every quarter around the Dyfed-Powys area. At each meeting there was simultaneous translation available to ensure that anyone who wished to use Welsh could do so. This facility was actively promoted by the Commissioner who would open each meeting through the medium of Welsh.

**Recruitment**

The Commissioner recognises that the most efficient way to enhance the bilingual capacity of the organisation is to recruit staff who have a good command of the Welsh language from the outset and who possess other necessary skills commensurate with the role. The OPCC monitors the skills of staff on an annual basis.

The Welsh Language Standards (No 5) Regulations 2016 came into force on 22nd March 2016. The main duties resulting from the standards require that the Welsh language should be treated no less favourably than the English Language and should make it easier for people to use Welsh in their everyday life.

As of April 2019, the Welsh language entry requirement for all staff is to be able to converse to level 1 standard, which is a basic Welsh greeting. Current staff who have no Welsh language ability are supported to reach level 1 Welsh.

During 2023/2024 four posts were advertised that required a higher level of Welsh language ability. The following posts were advertised with a requirement for Level 3 Welsh language skills:

* Communication and Engagement Apprentice;
* Business Support Apprentice;
* Executive Support Officer; and
* Business Support Officer.

It was decided that due to the nature of the posts being customer facing, successful applicants would need to have more than a basic understanding of Welsh language. For the Executive Support Officer and Business Support Officer posts the individuals recruited actually have Level Four Welsh language skills.

Further information on the Welsh Language ability of staff can be found later in this report.

**Events: Urdd National Eisteddfod Llandovery**

During May 2023, the Urdd Eisteddfod was in Llandovery, where we had shared stand space with Dyfed-Powys Police. The Urdd National Eisteddfod is one of Europe’s largest youth touring festivals that attracts around 90,000 visitors per year. The Eisteddfod was a key opportunity for us to engage and consult with the public, 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 through the medium of Welsh.

During the week it was agreed that there would be a focus on a targeted police officer recruitment campaign aimed at level 3+ Welsh speakers. We assisted Dyfed-Powys Police by sign posting individuals who visited the stand to police officers from several specialist backgrounds who were at the show to display the work of the Force.

We also undertook a consultation, ‘Have your Say’ where individuals were able to give their views on the Police and Crime Plan through the medium of Welsh. The Office also highlighted the work of the Youth Forum and used the opportunity to recruit Welsh speaking individuals to sit on the Forum and other volunteer schemes.

**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 late 2023 the Welsh Language Commissioner conducted checks on the OPCC’s Welsh language services. The results of the monitoring and compliance were very positive and the OPCC have progressed with the actions to meet the expected service delivery standards.

Following the checks the Welsh Language Commissioner’s Officer made 5 main findings that Office need to address:

* **Social Media**

During the checks there appeared to be inconsistency in Welsh and English messages on social media. English messages were often showing twice whilst Welsh messages were displaying once.

*The OPCC communications team investigated the relevant posts and removed any discrepant posts. Regular checks are now made to ensure consistency of messages through English and Welsh.*

* **Documents**

During checks on the website it was noted that a document did not display the statement that the document is also available in Welsh.

*It was noted that this would be rectified with the introduction of the new OPCC website which would ensure all documents would contain the relevant statement.*

* **Forms**

A form that is used for organisations to apply for funding from the Commissioner was noted to have an English reference at the end of the report.

*This was rectified immediately following the meeting with the Welsh Language Commissioner’s Office where this was highlighted.*

* **Awarding Grants Policy**

No information was found in relation to how organisations applying for funding should be embracing the Welsh language.

*The forms that are used for organisations to apply for funding now contain a specific section on how the project activity can embrace the Welsh language and requests reasons why the project cannot embrace the Welsh language.*

* **Complaints Procedure**

It was noted at the time of the desk top review that the complaints procedure did not contain information on how the OPCC would deal with complaints relating to Welsh language standards.

*This information was updated prior to the meeting with the representative from the Welsh Language Commissioner’s office.*

6. Welsh language Courses

During 2023/2024 as part of their Development Assessment Profile (DAP) were assigned a specific objective in relation to the Welsh language. The DAP process has key milestones through a year. During 2023/2024, objectives were set by 31st July 2023. Interim reviews of progress against the objectives were undertaken in October/November 2023 and a final end of year review undertaken between 1st March 2024 and 31st March 2024.

During the period staff were required to provide evidence in the DAP of:

* How they had promoted and supported the use of Welsh language internally or externally
* How they had improved their Welsh language skills above the minimum level 1 requirement
* How they have adhered to the Welsh language standards

Through the process it allowed staff to identify areas where they could improve their use and understanding of the Welsh language.

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

During 2023/2024 staff took advantage of the online Welsh courses to improve their skills. Following attendance at these courses two Members of staff have enrolled on a course to take their Welsh language skills to Level 2.

The Office actively seeks out courses that can be delivered through the medium of Welsh and English. There was one opportunity identified in relation to Dignity and Respect training however, due to illness this needed to be cancelled and will be rearranged for the forthcoming year.

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 Welsh when they wish to do so. 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. 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.

At the end of the financial year 2023/2024 the following levels of Welsh language spoken skills and written skills were recorded. There has been an increase in those individuals who are at level 1 and level 3 compared to the previous year.

|  |
| --- |
| **Welsh Language Spoken Skills** |
| Level 0 | 1 |
| Level 1 | 4 |
| Level 2 | 0 |
| Level 3 | 6 |
| Level 4 | 3 |
| Level 5 | 6 |
| **Welsh Language Written Skills** |
| Level 0 | 1 |
| Level 1 | 4 |
| Level 2 | 0 |
| Level 3 | 6 |
| Level 4 | 3 |
| Level 5 | 6 |

8. Policy Making

**Equality Impact Assessments**

The OPCC has a responsibility to undertake Equality Impact Assessments on any Policy, Procedure or Activity which the OPCC 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.

Welsh language has been included 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 previous impact assessments include:* 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. |

9. Dissatisfaction

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

10. Welsh Language Levels

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Some ways of using Welsh in the OPCC | **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** |
|  **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; please email opcc@dyfed-powys.police.uk