



Annual Welsh Language Standards Monitoring Report 2025/26

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

This year we have continued to build on our progress over the previous two years in embedding policies, procedures and initiatives which enable us to comply with the requirements of our Welsh Language Standards Compliance Notice and offer an equitable service to stakeholders and members of the public who choose to use the Welsh language in their contact with us. There are a number of significant improvements and achievements to highlight during this reporting period:

- We created and filled a new Welsh Translator post, increasing the amount of material we can translate and make available to stakeholders, staff and the public. We continue to explore how best to use this resource to improve Welsh language service delivery. The appointment of our new Welsh Translator was featured in a promotional article on our intranet, The Hub. The article introduced the new person and the revised translation request process.
- We now publish all job adverts in both Welsh and English on our recruitment platform. We have also reviewed and updated the entire recruitment process to ensure that applicants can choose to use Welsh at every stage. This includes the option to be interviewed in Welsh for any role, whether it is advertised internally or externally.
- A recruitment campaign was conducted with the specific intent of increasing the number of Welsh essential investigator roles at our Cardiff office. Two roles were designated as Welsh essential (Level 4) and both roles were successfully filled. Candidates for these roles completed various aspects of the selection process in Welsh in order to demonstrate their competence in using the Welsh language in scenarios related to delivering an investigation service.
- One post within our Customer Contact Centre was designated as a Welsh essential role (Level 4). The vacant role was advertised nationally and locally within the North Wales area and has been filled by a competent Welsh speaker.

- Our Customer Contact Centre has upgraded its telephony provision to accommodate a dedicated Welsh language line within its operating system. Callers are presented with a recorded message offering language choice as soon as their call connects with our service. When the person employed in the Welsh essential role is unavailable, calls to the Welsh language service progress through a hunt group to find a volunteer from the Welsh Language Staff Network who may be free to take the call. Callers selecting the Welsh language option are offered the option of leaving a message and receiving a callback when the Welsh language service is unavailable.
- We have refreshed and re-launched the Welsh language page on our intranet, The Hub. This page now serves as a one-stop shop for staff who want to learn how to embed Welsh in their work and access more general information about the Welsh language.
- Our Welsh Development Manager attended team meetings of the Executive Support Team, Finance Team, Casework Team and Quality and Service Improvement Team to provide information. These bespoke sessions helped raise awareness of the Welsh Language Standards and how they apply across different areas of the business.
- Our operations manual, which provides guidance to investigator on how to conduct investigations, has been updated to include specific reference to conducting house to house enquiries and establishing witness telephone answerphone messages in Welsh and English.
- Our Disciplinary process and guidance for staff have been updated to make it clear to staff that they have a choice whether to engage in this process in either Welsh or English. Detailed guidance is included for managers implementing the process so that they are aware of the specific requirements relating to language choice, e.g. provision of a simultaneous translation service where necessary.
- We have produced a new induction module for the College of Policing to deliver to new officers and police staff. The module is an introduction to the IOPC, who we are, what we do, how police officers and police staff may come across us and other useful information. It includes a section about the Welsh Language which includes the following statement:

"We adhere to the Welsh Language Standards. You are welcome to use Welsh with IOPC, we take our responsibility to provide services in Welsh very seriously and have taken steps to ensure that a Welsh language service is available to you should you need to contact us."

Complaints

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

Posts advertised

During the reporting period 2025/26:

- 2 posts were advertised as Welsh essential
- 16 posts were advertised as Welsh desirable
- 56 posts were advertised as no Welsh language skills required

Training

During the reporting period 2025/26 21 members of staff enrolled on courses to learn or improve their Welsh language skills.

Name of course	No of learners 2023/24	No of learners 2024/25	No of learners 2025/26
Mynediad	17	16	15
Sylfaen	2	5	4
Canolradd	0	0	1
Gloywi Iaith	1	0	0

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 6 descriptors:

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

767 members of staff have now declared their level of Welsh language skill this represents 80% of the total staff. The breakdown of responses is shown below:

Skill level	No: 2023/24	% 2023/24	No: 2024/25	% 2024/25	No: 2025/26	% 2025/26
Level 0	221	22%	527	52%	612	63%
Level 1	49	5%	106	9%	114	11%
Level 2	8	0.81%	22	0.8%	23	2.4%
Level 3	2	0.2%	4	0.4%	5	0.5%
Level 4	1	0.1%	2	0.2%	2	0.2%
Level 5	4	0.4%	6	0.6%	11	1.1%

Efforts to collect data from all existing members of staff have continued this year, with reminders being issued on the staff intranet from time to time. We will continue to work towards including a full data set in the next annual monitoring report.

Compliance with service delivery standards

Communicating with the public

Our intranet, The Hub, has a dedicated bilingual Welsh Language page which brings together information about the Welsh Language Standards, the IOPC Welsh Language Staff Network and events and information that promote the Welsh language and culture. Information on how to obtain Welsh translations is also made available to staff on this page.

This dedicated Welsh language page contains detailed “Guidance for Staff” documents to help our staff understand the practicalities of implementing the requirements of the Welsh Language Standards into their daily business activity. The Guidance is split into three targeted resources. One deals with communicating with service users and stakeholders in writing, by telephone and in person. It also explains the requirements in relation to bilingual signage. Another deals with the requirement to offer language choice to staff in relation to specific documents and policies. The third Guidance document offers tips and examples on how to assess business processes, policies, projects and initiatives for potential impacts on the Welsh language, Welsh speaking service users and stakeholders and Welsh speaking staff.

Our Welsh Development Manager attends team meetings across the organization to provide more bespoke guidance and awareness of how our businesses processes can remain compliant with the requirements of the Welsh Language Standards.

We have two electronic record management systems which have been developed to include a field to record a service user or stakeholder’s language preference.

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
- Strategic Plan
- Family Pack (information for bereaved families)
- Victims Right to Review leaflet

With our Welsh Translator now in post, we are improving the number of website pages that are available in Welsh in our “News” section. Where webpages are available in Welsh, this is shown by use of the word “Cymraeg” at the top of the page.

We do 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. We have produced a video which explains how service users can use Welsh with us, this can be found [here](#).

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. Our Welsh Language Development Manager also sits on our internal Equality Impact Assessment Panel which provides scrutiny and feedback on assessments being completed in respect of new policies, projects and initiatives. During the reporting period 2025/26, the Welsh Language Development Manager provided compliance advice in respect of 18 new or revised organisational policies, procedures, projects and initiatives.

Compliance with Operational Standards

Internal Use of Welsh Policy

A new draft policy on how we will use and promote the Welsh language internally has been created, approved and is proceeding through our internal governance process. The new Internal Use of Welsh Policy will be implemented during the reporting period 2026/27. We were pleased to have worked closely with the Welsh Language Commissioner’s Office to implement their guidance on producing an Internal Use of Welsh Policy at the Basic Level.

Recruitment processes

We’re proud to report that our entire recruitment process now offers prospective candidates the opportunity to apply for posts and progress through the different stages in either Welsh or English. All new or vacant posts are screened for Welsh essential/desirable status using our objective assessment tool.

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:

- Grievance Policy (including Managers' Guide and Staff Guide)
- Disciplinary Procedure (including Managers' Guide and Staff Guide)
- Health and Safety Policy

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 can be found in Welsh and English on our intranet, The Hub. The guidance covers:

- 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.

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 2025/2026 the Network has undertaken the following activities in support of the Welsh language at IOPC:

- staffed the IOPC stand at the National Eisteddfod of Wales
- provided feedback on the development of IOPC policies
- promoted the Defnyddia dy Gymraeg campaign
- celebrated St David's Day
- organized an awareness raising activity to promote Diwrnod Shwmae S'mae

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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in an alternative format, you can contact us in a number of ways:

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

