



Annual Welsh Language Standards Monitoring Report 2024/25

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

Although many aspects of compliance are now embedded within departmental practice and procedure and are regarded as business as usual, there are still significant improvements and achievements to highlight during this reporting period:

- A new governance process has been introduced to monitor compliance against our [Welsh Language Standards Compliance Notice](#). Our newly formed Strategy, Engagement and Communications Assurance Group monitors compliance by scrutinising information about how each department is doing in meeting the targets in its Welsh Language Standards Action Plan. This scrutiny helps us to identify where compliance is already achieved and where we need to target improvements.
- Our website was launched in 2023 with 12 pages available in Welsh. By the end of the 2024/25 reporting period all pages that contain static information and all public facing forms have been made available in Welsh. In the news section of the website press releases that relate to cases in Wales only are made available in Welsh. Some of our publications that have been made available in Welsh can be found in the Publications Library of the website.
- We attended the National Eisteddfod of Wales for the first time in 2024 a stand was shared with UK Government departments. Whilst we were at the Eisteddfod we conducted a survey with visitors to the stand, asking them if they were aware of the IOPC and its work, and if they would choose to use the Welsh language if they needed to contact us. The results of the survey are being used to improve the ways that IOPC raises awareness of its services amongst Welsh speakers.

- We have launched a new video on our website aimed specifically at Welsh speakers and learners. This video explains what services we provide in Welsh. The video can be found [here](#)
- Our Welsh Language Development Manager and our Equalities adviser have worked together to produce and publish a guidance document for colleagues on how to consider the Welsh language, and the impact of the Welsh Language Standards, when completing an Equality Impact Assessment.
- The recruitment portal we use to advertise jobs has been relaunched as a bilingual platform. Users can now view the portal in Welsh or English according to their language preference. This applies to potential applicants viewing posts that are currently advertised as well as members of staff who prefer to navigate the processes of the portal (e.g. recruitment tasks such as shortlisting) in Welsh.
- Our “Understanding Our Investigations” leaflet has now been published in Welsh. This leaflet is made available to people who use our services to help them understand what to expect from our investigations processes.
- Our Stakeholder Engagement team, Customer Contact Centre and our Knowledge Information Management team have updated their e-mail auto-acknowledgement messages to be bilingual.
- Our new Survivor Engagement Manager guidance has been published in Welsh to assist colleagues who provide front line services to Welsh speakers and signpost survivors to other organisations who can also offer their services in Welsh.
- Our Customer Contact Centre service user feedback questionnaire has been made available in Welsh. This survey is used to collect feedback that helps us to improve our services.
- Forms used by our investigators when they are collecting information from victims and witnesses have been made available in Welsh. Although these forms are not completed by members of the public, having the questions that need to be asked in front of our investigators means that our Welsh speaking investigators can concentrate on effective communication with the individual they are speaking to rather than trying to translate English language forms as they speak.

Complaints

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

Posts advertised

During the reporting period 2024/25:

- No posts were advertised as Welsh essential
- 2 posts were advertised as Welsh desirable
- 187 posts were advertised as no Welsh language skills required

Training

During the reporting period 2024/25 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
Mynediad	17	16
Sylfaen	2	5
Gloywi Iaith	1	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)

667 members of staff have now declared their level of Welsh language skill this represents 66% of the total staff. The breakdown of responses is shown below:

Skill level	No: 2023/24	% 2023/24	No: 2024/25	% 2024/25
Level 0	221	22%	527	52%
Level 1	49	5%	106	9%
Level 2	8	0.81%	22	0.8%
Level 3	2	0.2%	4	0.4%
Level 4	1	0.1%	2	0.2%
Level 5	4	0.4%	6	0.6%

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 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 our intranet. A new electronic case management system has been developed to streamline record keeping, a service user's language preference can 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
- Strategic Plan
- Family Pack (information for bereaved families)
- Victims Right to Review leaflet

During this reporting period 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.

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.

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. A guidance document explaining how to consider the impact of the Welsh Language Standards has been published on our intranet for the benefit of colleagues undertaking Equality and Welsh language impact assessments. During the reporting period 2024/25, the Welsh Language Development Manager provided compliance advice in respect of 20 new or revised organisational policies and procedures.

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 and is awaiting approval through our internal governance process. We expect the new Internal Use of Welsh Policy to be published during 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
- Health and Safety
- Hybrid working

Work is ongoing to review, translate and publish the following policies:

- 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.

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 2024/2025 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

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

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