



Heddlu • Police

**DYFED-POWYS**

## Welsh Language Annual Report

2024 - 2025



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## INTRODUCTION AND BACKGROUND

Dyfed-Powys Police have implemented the Welsh Language Standards since the 30<sup>th</sup> of March 2017. The National Assembly for Wales approved the Standards in accordance with section 150(2) of the Welsh Language (Wales) Measure 2011; they were created to ensure that the Welsh language is not treated any less favourably than the English language.

During 2024-25 Dyfed-Powys Police have continued to embrace the use of the Welsh language, both within the workplace and within the communities in which we serve. It is vital that members of the public are able to access our services through the medium of Welsh on a day-to-day basis. We are assisting all staff, officers and volunteers as much as we possibly can to ensure that support is easily accessible, to guarantee that we provide a high standard of service to all communities within the Dyfed-Powys area.

The purpose of this annual report is to monitor our compliance with the standards, promoting and facilitating the use of Welsh language services, and to publicise how hard Dyfed-Powys Police works to ensure we adhere to the standards. A copy of this report is available in Welsh and English on the Dyfed-Powys Police website and in all reception areas that are open to the public.

This report is produced by Dyfed-Powys Police's Equality, Diversity, and Welsh Language Team. The team is small, and consists of the following staff members: Equality, Diversity, and Welsh Language Manager; Equality, Diversity, and Welsh Language Officer; Equality, Diversity, and Welsh Language Support; Positive Action Officer, and two translators.

The team's work is varied, encompassing equality, diversity and inclusion work, as well as being responsible for the Welsh language within the Force. Within the wider organisation, the team are part of the People and Organisation Development department, which includes other teams such as Human Resources, Occupational Health, Recruitment, and Learning and Development.

This report is also available in Welsh - please visit Dyfed-Powys Police's website or visit your local station to view a copy. Should you require further information with regards to the Welsh Language Annual Report, please email [welshlanguage@dyfed-powys.police.uk](mailto:welshlanguage@dyfed-powys.police.uk)

## ACHIEVEMENTS AND CELEBRATIONS

### St David's Day 2025

This year to celebrate St. David's Day we held a drop-in session where staff and officers alike were invited to join us in Headquarters for a *dished* (cuppa) and *pice bach* (Welsh cake), and a chance to converse in Welsh, as well as a chance for less confident speakers to practice their skills in a supportive environment. The drop-in session enabled staff and officers to meet the Welsh Language Tutor and to find out more about the learning opportunities offered internally, as well as to meet the Equality, Diversity and Welsh Language team in person. It was also an opportunity to showcase the Welsh language resources we have available for staff to use, including a new edition of our Welsh Language

Standards Guidance flip book, and a special St David's Day pack to promote the use of the Welsh language at home as well as in the office.



### **A Guide to the Welsh Language Standards**

In February 2025 a new and updated version of Dyfed-Powys Police's Guide to the Welsh Language Standards was introduced, being rolled out just in time for St David's Day. These desktop flipbooks have since been hand delivered to a number of the Force's most prominently public facing departments, including the Force Communications Centre, as well as departments such as Recruitment, Corporate Communications, and the Public Services teams (among others). Work is ongoing at present to ensure these updated flipbooks are delivered to all stations across the Force, as well as to any member of staff or department who may benefit from them. There are also plans in motion to upload the content to the intranet, so that all staff have easy access to the material regardless of their location.

The flipbook contains a quick-reference to a number of the Standards, focusing in particular on those relating to all forms of correspondence, to help ensure that Dyfed-Powys Police provides the level of service to which the public are entitled. The flipbook also contains a glossary of useful vocabulary and terms, which will hopefully enable our workforce to communicate successfully with the public.

### **Hwyl yr Ŵyl – Festive Catch Up**

On 5th of December 2024, we held a festive event in Headquarters to support the Welsh Language Commissioner's 'Use your Welsh' campaign. This was a drop-in event with mince pies and a variety of activities on offer, such as Welsh recipes and Welsh language Christmas songs. It was also an opportunity to practise discussing the festivities in Welsh, as well as to learn new seasonal vocabulary.



### **Working with Coleg Cymraeg Cenedlaethol**

The force has continued to collaborate with the Coleg Cymraeg Cenedlaethol and the University of South Wales to increase the opportunities for Welsh speaking new recruits to undertake as much of the training in Welsh as possible. Learning materials for legal inputs are available to bilingual student officers as a right, practical inputs are developed for role play, driver training and interviewing in Welsh, and in terms of the academic inputs the University of South Wales are maximising the opportunity for students to engage with them in Welsh. They're able to submit their work in Welsh, have professional discussions in Welsh, and have access to academic material in Welsh.

Non-Welsh speaking or Welsh learner student officers also have the opportunity to develop their Welsh language skills through the provision of practical scenarios where they are required to engage in Welsh, additional workshops to develop their Welsh language skills (including 8 hours of Welsh lessons for Level 1 and 2 speakers), and the Welsh speaking student officers act as mentors to them throughout the programme.

## **TRAINING AND AWARENESS**

### **Supporting various ways to learn**

We also have easily accessible intranet pages that guide people to the best learning option for them, and offer resources which support their learning journey. All courses are fully funded by the force and learning is done during work time.

As of April 2023, the force has a full time Welsh Language Tutor, demonstrating our commitment to the language and to the compliance of the Welsh Language Standards. Though employees were previously given time during work to attend lessons and they were fully funded, factors such as shift patterns, workplace demands, and geographical restrictions made it difficult for some learners to attend every lesson. Our new internal Welsh Language Tutor can provide flexibility to these people and can provide bespoke lessons relevant to certain roles. There has been an influx of new learners due to this role, with the figures shown in the 'Welsh Language Courses' section of this report.

## Welsh Language Awareness

New staff and officers receive an awareness presentation on the Welsh Language during induction events. This provides them with information on the Welsh Language Measure (2011), 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 2024 and March 2025:

Event Title	Event Date
First Line Leadership	18th April 2024
First Line Leadership	2nd May 2024
First Line Leadership	6th June 2024
HR Masterclass	17th June 2024
First Line Leadership	19th September 2024
Policing Education Qualification Framework (PEQF)	1st October 2024
HR Masterclass	15th October 2024
Police Staff Induction	15th October 2024
First Line Leadership	8th November 2024
First Line Leadership	6th December 2024
People & OD Engagement & Expectations Event	8th January 2025
First Line Leadership	14th February 2025
HR Masterclass	7th March 2025
First Line Leadership	14th March 2025
Police Constable Entry Routes (PCER)	28th March 2025

## ources

Information resources from the induction and training inputs are available on the intranet to assist in complying with the requirements of the Welsh Language Standards. These resources include an in-depth guidance document for further clarification on the Standards, available as a hard-copy flip book as well as digitally. This document includes detailed descriptions and practical examples of how the organisation can comply with the Standards. The flipbook and guidance within it includes details on how to utilise the Translation Unit, points to consider when organising a meeting, answering a telephone call and telephone greetings, etc. All staff and officers have access to the resources at all times. An extra 'glossary' resource has been created particularly for the intranet. The glossary consists of a list of frequently used words, names and terms varying from rank titles to location titles, and to frequently asked questions.

We also ask that everyone has "dwi'n dysgu/siarad Cymraeg" badge visible on their uniform and provide details on how to obtain them.



### Welsh Language Strategy

The Welsh Language Strategy’s aim is to ensure that we develop a workforce which is representative of our communities. Through various actions and responsibilities, it sets a clear timescale and a plan to which we are held accountable.

The strategy is monitored during the ‘Yr Iaith Ar Waith’ (Welsh in the Workplace) meetings which are held on a quarterly basis. A copy of Dyfed-Powys Police’s Welsh Language Strategy is available on our website.

### Development and Assessment Profile

Every member of Staff and Officer of all ranks must complete an annual Development and Assessment Profile (DAP). Within the DAP there are a set of objectives that individuals must meet and provide evidence for. In 2023 Chief Officers agreed that a Welsh language objective must be completed as part of this process, with the wording of this objective included below:

*Actively support and promote the use of the Welsh language in the workplace by engaging in activities that encourage learning, confidence and everyday use.*

## WELSH LANGUAGE COURSES

In 2017 the Force published its new Welsh Language Lesson Policy in which it states the commitment of 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.

### Data for Welsh Language Courses 2024 – 2025

Course Title	Total Courses Delivered Sept 24 – June 25	Attendees	Attendees	Breakdown			Total Trained
		Sept - Dec 2024	January - April 2025	Officers	Staff	Volunteers	
		-	-				

Introduction to the Welsh Language	8	39	26	29	28	8	65
Welsh for New Speakers	3	15	7	15	7	/	22
Welsh Language Training for Students	2	34	33	67	/	/	67
Developing Conversational Welsh	1	Cancelled due to low numbers	7	1	6	/	7
Magu Hyder	1	Not tracked as these are drop in sessions					
Formal Welsh Language Workshop	Not offered during this period						
Total		88	73	112	41	8	161

## 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 2024 – 31st of March 2025**

Category	No. of vacancies
Welsh Essential	205
Welsh Desirable	0

Category	No. of vacancies
Welsh Language Level 1	199
Welsh Language Level 2	0
Welsh Language Level 3	3
Welsh Language Level 4	3
Welsh Language Level 5	0

The Equality, Diversity, and Welsh Language team have been subject to vacancies during this period. This has significantly impacted the team's ability to promote the Welsh language within the Force, and to resolve any issues that may arise.

## WELSH LANGUAGE ABILITY OF STAFF & OFFICERS

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

It is important for Dyfed-Powys Police's workforce to represent the communities in which it serves. As a Force we are proud of our Welsh identity and wish to encourage staff and officers to support all of our residents. We believe it is incredibly important for our staff and officers to be able to display basic Welsh linguistic courtesy, both to our residents and to one another. In order to ensure this the Force 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 and officers 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 figures show a general year on year increase in Level 1 speakers since the standards were introduced, and the number of staff with Level 1-5 Welsh language ability is higher than before the requirement came into Force. This year's figures also show that Dyfed-Powys currently have the highest number of Level 5 speakers since 2017, and that numbers of Level 3 and 4 speakers have also increased since the previous year.

The following table shows Welsh language levels for speaking and understanding across all staff and Officers:

	May-17	May-18	Mar-19	Jun-19	May-20	May-21	May-22	May-23	April-24	April-25
Level 0	352	322	284	277	256	252	271	211	227	246
Level 1	537	557	603	600	630	683	771	893	888	902
Level 2	425	400	407	406	395	392	401	405	390	389
Level 3	233	236	242	240	250	259	250	257	257	265
Level 4	203	191	194	191	195	200	204	204	197	203
Level 5	276	253	241	240	244	249	256	264	261	271
Not stated	285	112	88	92	94	92	86	44	42	40
Total	2311	2071	2059	2046	2064	2127	2239	2278	2262	2316

We continue to encourage employees to keep their information up to date, and request that staff and officers update their Welsh Language ability both through internal communication and when providing Welsh language inputs. Whilst numbers with no level stated continue to decline, there is still work to be done to reach these individuals and ensure their level is correctly recorded.

### Welsh language ability of our Communities v Our Workforce

Area	% off Officers and Staff who can speak Welsh (level 3 or above) 2024	% off Officers and Staff who can speak Welsh (level 3 or above) 2025	% of residents who can speak Welsh
Dyfed-Powys	31%	32%	30%
Carmarthenshire	44%	44%	40%
Ceredigion	49%	48%	45%
Pembrokeshire	14%	18%	17%
Powys	14%	12%	16%

Although our Welsh speaking staff members are largely representative when compared with our communities, there is still room for improvement, especially in Pembrokeshire and Powys. According to the Census 2021 there was a decrease of Welsh speakers across the Dyfed-Powys force area from 32.23% to 29.7%, emphasising the need for organisations such as ours to help grow and encourage the use of the Welsh language.

### WELSH MEDIUM TRAINING COURSES

As a Force we are striving to increase our delivery of training courses through the medium of Welsh, both to staff and officers. The following courses are currently available in Welsh; when a person is invited to the training, they are offered the choice of receiving the training in Welsh or in English:

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

While none of the above courses have been requested in Welsh this year, our aim is to promote the availability of Welsh language courses so that more people are aware of and attend this option. Moving forward we hope to increase the number of courses offered in Welsh so that staff and officers can complete as much of their training as possible through the medium of Welsh, should they so wish.

## POLICY MAKING

### Equality Impact Assessments

Equality Impact Assessments are carried out on any Policy, Procedure, or Activity which the Force undertakes to ensure we meet the requirements of the Public Sector Equality Duty. The aim of this is to ensure these do not have an adverse or negative effect or any particular groups of people protected by the Equality Act 2010, and to assess the impact it may have on a person or group.

We have included the Welsh language within this assessment to ensure that it is considered at all times.

The questions asks:

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

*Evidence your considerations on 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 your considerations on how the policy decision would NOT have adverse effects, or how 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.*

## DISSATISFACTION

The following complaint relating to the Welsh language was received via our Professional Standards Department during this period:

A member of the public submitted a complaint that the Welsh Language recording on the 101 telephone line used the incorrect pronunciation "Alwode", rather than the correct "Alwadau" when referring to 'Calls'. This was rectified when a new telephony system with new recordings was implemented by the Force Communication Centre.

We have also received dissatisfaction via the Welsh Language Commissioner's Office:

CS1267 – January 2025

The Decision Notice and Investigation Report regarding this complaint can be found on The Welsh Language Standards section of the Dyfed-Powys Police website.

The summary of the complaint is as follows:

The Commissioner received a complaint from a member of the public regarding the failure of Aberystwyth police station to provide a service through the medium of Welsh. The complainant called at the police station on Sunday 9 June 2024 when the reception was closed. As a police officer happened to be leaving the station, they offered to assist the complainant.

As he could not get a Welsh language service when visiting the police station on 9 June 2024, he left and said that he called the 101 number to report a car accident. On 17 June 2024, he received a call back from the police in English to discuss the incident, and further calls in English on 14 September 2024.

While several elements of this complaint were not upheld, the Force was found to have failed in respect of Standard 21, as the complainant was not offered a Welsh language service via telephone.

Work to rectify the errors highlighted in this complaint is ongoing, with new Welsh Language Standards guidance being published and issues to staff, with a particular focus on individuals likely to be in direct contact with the public. There has also been a concerted effort to ensure that all reception desks have the correct signage indicating that Welsh language service is available. All staff and officers continue to receive inputs and awareness training regarding the Welsh language and standards as part of their training.

The Force was also subject to complaint CS1285, regarding the use (or lack therein of) of the Welsh language on the Force's secondary social media accounts. It was determined by the Commissioner's office that the Force had no case to answer, and no further investigation was conducted.