



Heddlu Police

DYFED-POWYS

Welsh Language Strategy

2024 – 2027



Foreword from Chief Constable Dr Richard Lewis

As Chief Constable of Dyfed-Powys Police I'm passionate about our vision of becoming a fully bilingual police service. The Welsh language is part of what defines us as people and as a nation.

The Welsh Language Standards have been embedded within the organisation for some time and have become part of daily business; this new strategy will ensure we continue to adhere to these standards and go above and beyond to develop a fully bilingual workforce.

The aim is to not only comply with the legislative requirement to provide a bilingual service, but also to offer language choice and linguistic courtesy on a routine basis. This aim is not only for all those who contact the Force but also as an internal business language to staff who speak Welsh. We are working towards increasing the use of Welsh internally, increasing confidence in those who can already speak Welsh and encouraging non-Welsh speakers to learn.

We are committed to continuing to develop our own initiatives to promote bilingualism, there has been an overall increase in the Welsh language skills of the workforce in recent years, this strategy aims to further improve these figures and use of the language through flexible and bespoke internal learning.

Looking to the future we will continue to be ambitious in our efforts to provide our communities with the best possible service through the language of their choice and to provide the workforce with favourable conditions to use the Welsh language.

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About Dyfed-Powys Police & Legislative Background

Dyfed-Powys Police safeguard people living, working in and visiting the Counties of Carmarthenshire, Ceredigion, Pembrokeshire and Powys. It has a **population of over 516,000**, that is significantly boosted with tourists each year, and covers a land mass of over half of Wales.

The Force was formed in 1968 with the merger of the four County Constabularies. Geographically it is the largest police Force in England and Wales; it has over 350 miles of coastline, many remote rural communities along with a number of relatively small centres of population that include Aberystwyth, Cardigan, Haverfordwest, Carmarthen and Brecon. The area stretches from St David's in the West across to Crickhowell in the East, up to Welshpool and Machynlleth in the North.

Our mission is to 'Safeguarding our Communities together' and our overall ethos is to tailor the service we provide, with our partner organisations, to the local needs of our communities. This includes our Welsh speaking communities, which are plentiful across our Force area.

According to the 2021 Census, approximately **146,500 people have a good or fluent** understanding of the Welsh language – that's **roughly 30% of our Force population**. This percentage rises in the counties of Ceredigion and Carmarthenshire which have the largest population of Welsh speakers.

The Force currently employs **2,254 people** throughout the 4 Local Authority areas. This includes **1,310 Police Officers, 785 members of police staff, 159 PCSOs, and we also have 98 Special Constables and 50 Volunteers**.

According to our most recent data, over **88%** of employees have declared that they have some knowledge of the Welsh language, with **32% of the workforce being able to** hold a conversation through the medium of Welsh.

The Welsh Language Standards

The Welsh Language Standards, having been approved by the National Assembly for Wales in accordance with section 150(2) of the Welsh Language (Wales) Measure 2011, are a set of legally binding requirements that aim to improve the bilingual services that the people of Wales can expect from a public service.

It is important that, as well as ensuring compliance with the Welsh Language Standards, the Force actively seek out areas for improvement in terms of Service Delivery through the medium of Welsh, which is why this strategy has been commissioned.

The Dyfed-Powys Police and Crime Delivery Plan

The Dyfed-Powys Police and Crime Delivery Plan published by the Police and Crime Commissioner, sets the police and crime priorities for the period 2021 – 2025.

The Police and Crime Plan priorities are:

- **Priority One:** Victims are supported.
- **Priority Two:** Harm is prevented.
- **Priority Three:** Our justice system is more effective.

In effect, the way in which we use the Welsh language will ultimately affect all of the above. This is because when we are working to achieve the above priorities, we are required to do so through the language preference of the individuals involved. It contributes in particular to Priority One, to ensure we are able to support our victims effectively as we need to ensure that we are communicating and through their preferred language.

Vision and aim of this Strategy

Vision

The vision of this strategy is for Dyfed-Powys Police to embed the Welsh language in to everyday life and work towards becoming a fully bilingual workforce.

Aims and objectives

Our aims with this Welsh language strategy are to:

- continue to ensure the provision of language choice in service delivery and within our internal processes.
- continue to develop a style of policing which respects the Welsh language and culture, and which acknowledges that Welsh speakers have the right to use the language when they are dealing with the police.
- attract more Welsh speakers to join the Force to enable equal availability of service through the medium of Welsh and English.
- provide adequate opportunities for our staff and officers to learn Welsh in the workplace.
- utilise the Welsh language during all aspects of their employment, including recruitment and promotion.
- ensure that the Welsh language is a key consideration in terms of all the Force policies and procedures, rather than an afterthought.
- continue to innovate and create initiatives to promote bilingualism as well as support those developed by the Welsh Government and the Welsh Language Commissioner to promote, encourage and support more use of Welsh at work.

Results of our Thematic Review

Before we can fully understand the actions that are necessary to support our vision a thematic review to understand our current position has been undertaken.

The Thematic Review considered:

- Dyfed-Powys Police data.
- Census 2021.
- Representation of the communities within Dyfed-Powys Police's geographical area, using the 2021 Census.
- Employee perceptions and understanding of the Welsh language within Dyfed-Powys Police.

Welsh language ability of our Communities v Our Workforce

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

Although our Welsh speaking staff members are widely representative in comparison with the representatives in our communities, there is still room for improvement 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 Language Ability of Officers and Staff

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 (DAP) with more support given if required.

The following table shows Welsh language levels for speaking and understanding:

	May-20	May-21	May-22	May-23	Nov-23
Level 0	256	252	271	211	216
Level 1	630	683	771	893	887
Level 2	395	392	401	405	401
Level 3	250	259	250	257	253
Level 4	195	200	204	204	198
Level 5	244	249	256	264	256
Not stated	94	92	86	44	43
Total	2064	2127	2239	2278	2254

Although there has been progression in these areas there are still 216 members of staff and officers who have stated they are level 0, and 43 have not updated their skill, despite the level 1 requirement and learning support available. There has also been a decrease of those at level 3, 4 and 5 from May to November 2023.

Welsh language lessons

In May 2023 the Force created a new role of a Welsh Language Tutor to support in our aim to become a fully bilingual workforce. Though employees were previously given time during work to attend lessons and they were fully paid for; due to the varying shifts work, nature of work and geographical restrictions, it was proving 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 a big intake of new learners due to this role, with 60 members of staff attending lessons level 1 and 2 courses in Autumn 2023.

Courses available through the medium of Welsh

Currently the following training packages are available through the medium of Welsh:

- The Force's online Induction package.
- Part of the student officer training.
- Attendance & Performance Management training; and
- Recruitment & Selection training

Recent data shows that no officer/member of staff attended any training course through the medium of Welsh. There is clearly a need to understand this apparent lack of take-up of courses through the medium of Welsh, and

also, that there are sufficient opportunities available for staff and officers to learn through the medium of Welsh.

Workforce Consultation

An internal Welsh language survey was conducted to better understand the needs of the workforce, their knowledge of the Welsh Language Standards, opportunities available to them, and to identify any barriers. 478 people completed the survey.

The survey found that:

- 51% of respondents were not aware that they can attend lessons during work time.
- 31% of respondents felt that though they'd like to improve their Welsh it would cause too much disruption in their team.
- 2% of respondents felt that they wouldn't have line manager's support.
- 13% people felt that it would be too difficult to learn.
- 51% of respondents said their manager had not made them aware of the level 1 requirement.
- 84% respondents are aware of the standards.
- 82% know they are a legal requirement.
- 17% respondents did not know that they must still be adhered to even if they do not speak Welsh.
- 14% respondents do not feel like they adhere to the standards with the most popular reasons for this being that they don't know what they are or didn't think they needed to adhere.

Complaints

In identifying the Force's position with regards to the Welsh language, it is vital to consider any formal complaints received.

Between 2019 and 2023

- A complaint was received in 2020 regarding an English only email response sent to a Welsh email.
- In 2021 a call was made to a victim; they were spoken to in English only and were not asked what language they wished to converse in.
- In 2022 an English only 'out of office' reply was sent to the complainant, then the same complainant then received an English only text, then an English only automatic reply.

Our Action Plan

In order to meet the aims of this strategy, short term, Medium term and Long term actions have been identified as follows.

Short Term Actions (6 months)	How?
<p>1. Communicate the need for staff and officers to update their Welsh language ability to ensure that it accurately reflects their Welsh language ability.</p>	<ul style="list-style-type: none"> • New staff and officers are reminded during their induction inputs to update their language skills and are reminded of the importance of having this data. • Emails to be sent to those on level 0 and 'no data' to request they update their Welsh language levels. • Review the probationary paperwork process to ensure the level 1 requirement gets recognition.
<p>2. Target areas that have a lower percentage of Welsh speaking staff and officers (Pembrokeshire and Powys), to increase Welsh language skills.</p>	<ul style="list-style-type: none"> • Link in with those below level 3 in this area to understand their learning needs and aspirations. • Organise bespoke lessons around those needs and wants.
<p>3. Run a campaign to increase awareness of Welsh language lessons available for staff and officers.</p>	<ul style="list-style-type: none"> • Welsh language lessons are continuously being organised in house and we advertise these courses the newsfeed and on our intranet site.
<p>4. Ensure that the Force continue to promote and monitor compliance with the Welsh language standards to ensure that all divisions are compliant.</p>	<ul style="list-style-type: none"> • Ensuring that the Force is promoting and monitoring compliance will be done via station visits i.e., Mawrth Mawr and line management reminders via internal communication. • Utilise Welsh Language Champions to support in dip sampling exercises.
<p>5. Coordinate a public facing campaign amongst communities to raise awareness of the availability of Welsh Language services from the Force.</p>	<ul style="list-style-type: none"> • These services are advertised during events such as Diwrnod Hawliau'r Gymraeg, the Eisteddfod and St David's Day.

Medium Term Actions (1 year)	How?
<p>6. Increase the workforce's understanding of the Welsh Language Standards</p>	<ul style="list-style-type: none"> • All new recruits receive face to face training, new staff receive an induction video, and it is now part of the HR Masterclass • Circulate more internal comms. • Utilise the Welsh Language Champions to support their colleagues and also remind them of the standards.
<p>7. Increase the availability of Welsh medium training courses offered by the Force in order to enhance the learning opportunities available through the medium of Welsh.</p>	<ul style="list-style-type: none"> • We will work with the Force's training department in order to increase the number of courses offered and we will publicise these courses internally for new recruits and other employees.
<p>8. Raise awareness amongst staff and officers as to the training opportunities available through the medium of Welsh.</p>	<ul style="list-style-type: none"> • We will publicise these courses internally for new recruits and other employees, hopefully the number of attendees will increase. • Attend some training courses to discuss any concerns Welsh speakers have in regard to choosing a course through the medium of Welsh.
<p>9. Regularly review all training courses being delivered by the Force with a view to embedding information with regards to the Welsh language and compliance with the Welsh Language Standards where possible.</p>	<ul style="list-style-type: none"> • This is a piece of work that we will need the Force's training department's co-operation within order to identify suitable areas for this to be embedded.
<p>10. Undertake an annual audit of the Welsh language services being delivered by the Force to ensure that a consistent service is being offered.</p>	<ul style="list-style-type: none"> • This could possibly be made by an external company/ one of the other Welsh forces in order to have a clear and realistic picture of where we are at with regards to the services offered.

	<ul style="list-style-type: none">• Work with the Welsh Language Commissioner's Office to ascertain any audit structure they recommend using.
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Implementing the Strategy and monitoring progress

This strategy and action plan will be monitored by the force's Welsh Language Group (Yr Iaith ar Waith). This group meets quarterly and is governed by the Force's Embracing Diversity Group. Responsibility for this work and the action plan within this strategy will be implemented by the Force's Equality Diversity and Welsh Language Officer.

This strategy is also available in Welsh, please visit Dyfed-Powys Police's website to view a copy. Should you require further information with regards to the Welsh Language Strategy; please email welshlanguage@dyfed-powys.police.uk