

Annual report on the Independent Office for Police Conduct's compliance with the Standards set out by the Welsh Language Commissioner

April 2019 to March 2020

Introduction

- 1.1 The Welsh Language Standards (No. 5) Regulations 2016 place a statutory duty on the Independent Office for Police Conduct (IOPC) to meet the standards prescribed by the Welsh Language Commissioner. This report sets out how the IOPC has complied with the Welsh Language Standards during 2019/20.

The actions we took to comply with the Standards

- 1.2 The IOPC received its final compliance notice from the Welsh Language Commissioner in October 2016. We received a revised version in July 2017. Overall, the IOPC is required to comply with 141 Welsh Language Standards (WLS).
- 1.3 We developed a number of products for our staff to help implement and embed the Standards across our organisation. These products included:
- guidance and FAQs
 - information for new staff about the Welsh language, its history and the Welsh Language Standards. This is included in our induction programme
 - guidance on how to arrange Welsh translation
 - an internal policy that sets out our approach to the Welsh language
 - a Welsh language recruitment portal
- 1.4 The Director for Wales, a Welsh speaker, has continued as the lead role for our Welsh speakers' staff network group. The network was established to:
- provide support for Welsh-speaking staff, those who are learning Welsh and those who are interested in the development of the use of the language within the IOPC;
 - support the implementation of the WLS;
 - highlight and share good practice;
 - provide ideas and practical solutions to help remove barriers that may prevent colleagues from reaching their full potential for working or delivering services in Welsh;
 - assist in relevant policy development; and critically evaluate policies/procedures in relation to Welsh language issues, operational matters, and service delivery; and
 - raise awareness of equality and diversity issues, and the importance of language sensitivity and choice, both for our staff and service users.

1.5 Specifically, during 2019-2020, there have been several additional actions to aid our compliance with the standards (more detail can be found in Annex A of this report):

- A member of staff was seconded to oversee the development of a Strategy for Wales which builds upon the IOPC's commitment to the Welsh language standards regime. As part of this, several meetings and workshops were held with various IOPC departments (such as the Communications team, HR and the Learning and Development team) to improve awareness around our legal obligations and the importance of the language from a cultural perspective.
- Several Welsh language training sessions were held in the Wales office over the year. The weekly lessons were popular with employees and well attended, especially at beginner level, with approximately 20% of the office attending.
- A national campaign was launched by the IOPC to raise awareness of the Silent Solution system, which helps people alert police when in imminent danger but unable to speak on a 999 call. The '*#Cael Eich Clywed/ #Make Yourself Heard*' campaign was entirely bilingual and reached millions of people across England and Wales via broadcast media, print and social media. The four Welsh police forces along with Welsh Women's Aid supported the campaign and were able to share our campaign materials in both Welsh and English across their channels. At the time of the launch, the IOPC Director for Wales also gave a Welsh language interview about the campaign on BBC Radio Cymru breakfast.

1.6 Standards 155, 161 and 167 state that we must produce an annual report in Welsh each financial year, to explain how we have complied with the Standards. A description of the work we have done to meet the standards can be found in Annex A of this report.

Specific requirements

1.7 Standards 155, 161 and 167 state that the report must cover the following three areas:

- complaints about compliance with the WLS
- the Welsh language skills of our staff
- our approach to recruitment

Complaints

1.8 We did not receive any complaints about any Welsh language issues or our compliance with the WLS.

Welsh language skills

1.9 The table below includes information about the number of Welsh-speaking IOPC staff. During 2019/20, we ran two Welsh language training sessions for our staff within the Wales office - a beginner session and an intermediate session. These courses were ten weeks long and facilitated by Cardiff University. The classifications below are reported by the speakers themselves. The definition of each level can be found at Annex B of this report.

	Entry	Foundation	Intermediate	Advanced	Proficiency
Wales office	45	10	3	6	4
Other	6	0	1	2	0

Recruitment

1.10 In 2019/20 our organisation advertised two jobs where we considered it be to be essential for them to be filled by a Welsh speaker. Both of these posts were based in our office in Wales.

1.11 The recruitment process for one of these posts took place in May 2020 through the medium of Welsh – including a Welsh role play exercise and a Welsh written exercise. The recruitment process for the second post will finalise in September 2020 (at the time of writing). More details will be provided in the Welsh standards report for April 2020 to March 2021.

IOPC July 2020

ANNEX A: IOPC compliance with the Welsh Language Standards: April 2019 to March 2020

No.	Standard	Action for compliance
Service delivery – correspondence		
1	If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.	Staff have been made aware of this requirement through guidance. We have also explained how staff can access translation services should they be required.
2	When you correspond with an individual (“A”) for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive correspondence in Welsh you must- (a) keep a record of A’s wish, (b) correspond with A in Welsh when corresponding with A from then onwards, and (c) send any forms you send to A from then onwards in Welsh.	We have developed a process for using our IT systems to record Welsh language preferences and staff have been made aware of this through guidance.
4	When you send the same correspondence to several persons, you must issue a Welsh language version of the correspondence at the same time as you issue any English language version.	Staff have been made aware of this requirement through guidance.
5	If you don’t know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.	Staff have been made aware of this requirement through guidance. We have also explained how staff can access translation services should they be required.
6	If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).	Staff have been made aware of this requirement through guidance.
7	You must state- (a) in correspondence, and (b) in publications and official notices that invite persons to respond to you or to correspond with you that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.	Our Welsh letterhead is in line with this standard. We include a standard line on the back cover of all our public facing information to say that we welcome calls in Welsh. Please also refer to standard 78 for additional information.

Service Delivery- Telephone calls		
8	<p>When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.</p> <p>You must comply with standard 8 in relation to any main telephone number (or numbers), or on any helpline numbers or call centre numbers: - located in Wales.</p>	Staff have been made aware of this requirement through guidance, However, we do not currently have a main telephone number or call centre number located in Wales.
9	When a person contacts you on your main telephone number (or numbers), or on any helplines or call centres, you must inform the caller that a Welsh language service is available.	We have a dedicated Welsh language telephone line. Callers to our main telephone number can select an option to speak to someone in Welsh. The message explaining this is also recorded in Welsh.
10	When a person contacts you on your main telephone number (or numbers), or on any helplines or call centres, you must deal with the call in Welsh in its entirety if that is the caller's wish (where necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).	We have a dedicated Welsh language telephone line.
12	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language	The 'contact us' page on our website is available in Welsh.
13	If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service.	The phone number is the same for Welsh and English calls. Callers to our main telephone number can select an option to speak to someone in Welsh. The message explaining this is also recorded in Welsh.
14	When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.	<p>The Welsh translation of the Contact us page explains that we welcome calls in Welsh.</p> <p>Various other web pages have also been updated to explain that we welcome calls in Welsh.</p> <p>Text inviting people to call us in Welsh is included in all publications that include our telephone number, both in Welsh and English.</p>
16	Your main telephone call answering service (or services) must inform callers, in Welsh, that they can leave a message in Welsh.	Our telephone call answering service provides a message in Welsh.

17	When there is no Welsh language service available to deal with calls to your main telephone number (or numbers), or to any helpline or call centre service, you must inform callers, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.	We provide an automated message in Welsh.
18	If a person contacts one of your departments on a direct line telephone number (including staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with that call in Welsh in its entirety (if necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).	Staff have been made aware of this requirement through guidance.
20	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language. You must comply with standard 20 in relation to any direct line number (whether on a department's direct line number or on the direct line number of a member of staff): - Located in Wales.	All staff in our office in Wales have been provided with instructions on greeting people on the telephone in Welsh. This information is also available on our intranet.
21	When you telephone an individual ("A") for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh. You must comply with standard 21 in every circumstance, except: • where it is necessary for a member of staff who does not speak Welsh to provide a service on a specific subject matter; and • where no Welsh speaking member of staff is available to provide a service on that specific subject matter.	We have developed a process using our IT systems to record Welsh language preferences and staff have been made aware of this through guidance.
22	Any automated telephone systems that you have must provide the complete automated service in Welsh.	Our Welsh language telephone system was redeveloped in 2018 and meets this standard.
Meetings not open to public		
24	If you invite one person only ("P") to a meeting you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.	Staff have been made aware of this requirement through guidance. When arranging such a meeting, we ask the attendees' linguistic preference and simultaneous translation will be offered if no Welsh-speaking staff are available internally.

24A	If you have invited one person only (“P”) to a meeting and P has informed you that P wishes to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	As above.
25	If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting.	As above.
25A	If you have invited more than one person to a meeting, and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.	As above.
25D	If you have invited more than one person to a meeting, and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	As above.
26	If you invite or require a person (“P”) to attend an interview- (a) to assist you with an enquiry (for example as a witness to an event); or (b) if P has been arrested you must ask P whether P wishes to use the Welsh language at the interview, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.	As above.
26A	If you have invited or required a person (“P”) to attend an interview- (a) to assist you with an enquiry (for example as a witness to an event); or (b) if P has been arrested and P has informed you that P wishes to use the Welsh language at the interview, you must arrange for a simultaneous translation service from Welsh to English to be available at the interview (unless you conduct the interview in Welsh without the assistance of a translation service).	As above.
27	If you invite or require more than one person to attend an interview- (a) to assist you with an enquiry (for example as a witness to an event); or (b) if one or more of those persons has been arrested you must ask each person whether they wish to use the Welsh language at the interview, and inform them that you will, if necessary, provide a translation service from Welsh to English for that purpose.	As above.

27A	If you invite or require more than one person to attend an interview- (a) to assist you with an enquiry (for example as a witness to an event); or (b) if one or more of those persons has been arrested and if one or more of those persons have informed you that they wish to use the Welsh language at the interview you must arrange for a simultaneous translation service from Welsh to English to be available at the interview (unless you conduct the interview in Welsh without the assistance of a translation service).	As above.
Public Meetings		
28	If you arrange a meeting that is open to the public you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting.	Staff have been made aware of this requirement through guidance.
29	When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.	Staff have been made aware of this through guidance. We have also explained how staff can access translation services should they be required.
30	If you invite persons to speak at a meeting that you arrange which is open to the public you must- (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).	Staff have been made aware of this requirement through guidance. Simultaneous translation will be offered if required for meetings in Wales.
31	If you arrange a meeting that is open to the public, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh- (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available.	Staff have been made aware of this requirement through guidance. Simultaneous translation will be offered if required for meetings in Wales.
32	If you display any written material at a meeting that you arrange which is open to the public, you must ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.	Staff have been made aware of this requirement through guidance. We have also explained how staff can access translation services should they be required.
Public events		

33	If you organise a public event, or fund at least 50% of a public event, you must ensure that, when the event is promoted, the Welsh language is treated no less favourably than the English language (for example, when the event is advertised or publicised).	Staff have been made aware of this requirement through guidance.
34	If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language during the event (for example, in relation to services provided for persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event).	Staff have been made aware of this requirement through guidance.
Publicity & Advertising		
35	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.	Any documents that we produce for public use are available in Welsh. Please refer to standard 38 for more details.
Displaying material		
36	Any material that you display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.	<p>When attending conferences in Wales we display the Welsh version of our leaflet 'How to make a complaint: a guide to the police complaints system'.</p> <p>Staff in our office in Wales have access to a branded banner, which incorporates our Welsh logo. This is used at conferences, exhibitions and other events where we are displaying the name of the organisation.</p> <p>We have a conference stand that is branded in both Welsh and English for internal and external use.</p> <p>Merchandise for internal events are produced in Welsh and English, for example water bottles, bags and coffee cups.</p> <p>Magnetic signs for our fleet cars, which include the IOPC logo, are available in Welsh in our Wales office, along with IOPC branded jackets and hi-visibility vests that feature our Welsh branding.</p>
Publishing documents		

38	<p>Any documents that you produce for public use must be produced in Welsh.</p> <p>You must comply with standard 38 in relation to the following:</p> <ul style="list-style-type: none"> - Documents that are relevant to Wales only; - Documents already available in Welsh before 30 September 2016. 	<p>Documents in Welsh include:</p> <ul style="list-style-type: none"> • How to make a complaint: a guide to the police complaints system leaflet • our complaints form • our review/appeals forms • Welsh Language Standards • our annual report • our impact report • our business plan • our strategic plan • our family pack (information for bereaved families) • our main statutory guidance publication and other guidance documents for complaint handlers <p>A national campaign was launched by the IOPC to raise awareness of the Silent Solution system, which helps people alert police when in imminent danger but unable to speak on a 999 call. The 'Make Yourself Heard' campaign was entirely bilingual and reached millions of people across England and Wales via broadcast media, print and social media.</p>
45	<p>If you produce a document which is available to the public, and no other standard has required you to produce the document in Welsh, you must produce it in Welsh-</p> <ul style="list-style-type: none"> (a) if the subject matter of the document suggests that it should be produced in Welsh, or (b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh. 	<p>Staff have been made aware of this through guidance.</p>
46	<p>If you produce a document in Welsh and in English, (whether separate versions or not) you must not treat any Welsh language version less favourably than you treat the English language version.</p>	<p>The text and production standards of Welsh versions of documents we produce are the same as the English versions.</p>
47		

	If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.	We include the following text (in English and Welsh) in the English version of all our public facing publications, ' <i>This document is also available in Welsh. Mae'r ddogfen hon ar gael yn y Gymraeg hefyd</i> '.
Forms		
48	Any form that you make available to the public must be produced in Welsh. You must comply with standard 48 in every circumstance, except the following by 30 March 2017: • Online complaint forms You must comply with standard 48 in every circumstance by 30 September 2018.	New police complaint and appeal forms have now been developed reflecting legislative changes and have been translated into Welsh.
48A.	If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh.	Staff have been made aware of this requirement through guidance.
48B.	If you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).	Staff have been made aware of this requirement through guidance.
Website		

49	<p>You must ensure that-</p> <p>(a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website</p> <p>You must comply with standard 49 in the following circumstances:</p> <ul style="list-style-type: none"> • pages on your website that are relevant to Wales only; and any pages on your website that are already available in Welsh before 30 September 2016. 	The relevant pages on our website are available in Welsh.
50	<p>You must ensure that-</p> <p>(a) the text of the homepage of your website is available in Welsh, (b) any Welsh language text on your homepage (or, where relevant, your Welsh language homepage) is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your website.</p>	The homepage of our website is available in Welsh.
52	If you have a Welsh language web page that corresponds to an English language web page, you must ensure that the English language web page clearly states that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.	We employ a 'Cymraeg' sign on our web pages to indicate whether that page is available in Welsh. Site users click on the sign to be taken to the Welsh version.
53	<p>You must provide the interface and menus on every page of your website in Welsh.</p> <p>You must comply with standard 53 in the following circumstances:</p> <ul style="list-style-type: none"> • pages on your website that are relevant to Wales only; and any pages on your website that are already available in Welsh before 30 September 2016. 	This has been completed for our current website.

55	<p>When you use social media you must not treat the Welsh language less favourably than the English language.</p> <p>You must comply with standard 55 in the following circumstance: - when the use of social media is relevant to Wales only.</p>	<p>All our standard messages – for example, directing people to different sections of our website, messages about how to make a complaint, latest news and specific force information – are tweeted bilingually irrespective of whether it is Wales specific or not.</p> <p>During our forthcoming project to design, build and populate our new external facing website we will make sure we comply with the Welsh language standards.</p>
56	<p>If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).</p>	<p>Staff have been made aware of this requirement through guidance. We have published information on our intranet to ensure staff can access translation services should they be required.</p>
Signs		
58	<p>When you erect a new sign or when you renew a sign (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign); and when the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.</p>	<p>Staff have been made aware of this requirement through guidance. We have also explained how staff can access translation services should they be required.</p> <p>A new process for the creation of witness appeal signs has been developed and there is a stage in the process for Welsh translation. This means that signs that are to be used in Wales will contain the relevant translation.</p>
59	<p>When you erect a new sign or when you renew a sign (including temporary signs) which conveys the same information in Welsh and in English, you must position the Welsh language text so that it is likely to be read first.</p>	<p>Staff have been made aware of this through guidance.</p>
60	<p>You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.</p>	<p>Staff have been made aware of this through guidance.</p>
Visitors		
62	<p>If you arrange a visit or appointment in advance for a person (“P”) which will mean that P will come to your reception, you must ask P whether P wishes to receive a Welsh language reception service (unless you already know whether P wishes to receive that service in Welsh).</p>	<p>Staff in Wales have been made aware of this through guidance and Welsh-speaking staff are available to provide this service if required.</p>

62A	<p>You must provide a face to face Welsh language reception service for a person (“P”) at your reception if you have arranged a visit or appointment for P in advance and-</p> <p>(a) P has informed you in advance that P wishes to receive the service in Welsh, or</p> <p>(b) you are already aware that P wishes to receive the service in Welsh.</p>	<p>Staff in Wales have been made aware of this through guidance and Welsh-speaking staff are available to provide this service if required.</p>
Awarding contracts		
73	<p>Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version.</p> <p><i>You must comply with standard 73 in the following circumstances:</i></p> <p>(a) if the subject matter of the invitation to tender for a contract suggests that it should be produced in Welsh, or</p> <p>(b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.</p>	<p>Our procurement staff will comply with this standard when the additional criteria are met.</p>
74	<p>When you publish invitations to tender for a contract, you must state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English.</p>	<p>Our invitations to tender include a line that states Welsh tenders can be submitted and will be treated no less favourably.</p>
74A	<p>You must not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the timescale for informing tenderers of decisions).</p>	<p>Procurement staff have been made aware of this.</p>
76	<p>If you receive a tender in Welsh and it is necessary to interview the tenderer as part of your assessment of the tender you must-</p> <p>(a) offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and</p> <p>(b) if the tenderer wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).</p>	<p>Procurement staff have been made aware of this.</p>
77	<p>When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.</p>	<p>Procurement staff have been made aware of this.</p>
Raising awareness about Welsh language services		

78	You must promote any service that you provide in Welsh, and advertise that service in Welsh.	<p>We have encouraged Welsh-speaking members of staff to use the Working Welsh/laith Gwaith logo on their email sign off. The logo is available on our intranet.</p> <p>Our website includes updated Welsh language information explaining who we are and how to make a complaint, as well as background information on complaints, investigations, appeals and reviews. The website also highlights that we welcome calls in Welsh.</p> <p>Our enquiries line provides verbal and printed information about our services in English and Welsh.</p> <p>Our customer services staff send out hard copies of our 'How to make a complaint: a guide to the police complaints system' leaflet in English and Welsh as required.</p> <p>If we investigate a complaint, and the complainant requires us to correspond with them in Welsh, we do so.</p> <p>If we investigate a complaint, and the complainant requires us to correspond with them in Welsh, we do so. We explain the <u>investigation process in Welsh</u> and have produced a Welsh version of our guide to IOPC independent investigations. This document is currently being revised due to legislative change and the updated version will be published soon.</p> <p>Our <u>complaints and compliments</u> webpage is available in Welsh.</p>
79	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity document or website that refers to the English service must also state that a corresponding service is available in Welsh.	Staff have been made aware of this requirement through guidance. Our website has been amended to reflect this.
Corporate identity		
80	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	We developed a Welsh version of the new corporate identity.

Policy		
85	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on- (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	Our Equality Impact Assessment (EIA) documentation has been updated to take into consideration the WLS and the Welsh language is treated in an equivalent way to protected characteristics in relation to the EIA process.
86	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on- (a) opportunities for persons to use the Welsh language, (b) treating the Welsh language no less favourably than the English language.	As standard 85 above.
87	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that 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.	As standard 85 above.
88	When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	As standard 85 above.
89	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or altered so that it 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.	As standard 85 above.
90	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration	As standard 85 above.

	could be formulated or altered so that it 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.	
92	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on- (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	As standard 85 above.
93	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have a positive effects, or so that it would have 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.	As standard 85 above.
94	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it 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.	As standard 85 above.
Internal Administration		
95	You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.	A policy has been developed and available on our intranet.
96	When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.	Staff have been made aware of this requirement through guidance.
97		Staff have been made aware of this requirement through guidance.

	You must- (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and (b) if an employee so wishes, provide any such correspondence to that employee in Welsh.	
98	You must ask each employee whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	Staff have been made aware of this requirement through guidance.
99	You must ask each employee whether he or she wishes to receive any documents that outline his or her performance objectives in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	Staff have been made aware of this requirement through guidance.
100	You must ask each employee whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	Staff have been made aware of this requirement through guidance.
101	You must ask each employee whether he or she wishes to receive any forms that record and authorise- (a) annual leave, (b) absences from work, and (c) flexible working hours, in Welsh; and if that is an employee's wish, you must provide any such forms to him or to her in Welsh.	We are in the process of looking at implementing a new HR system that records this information and this standard is being considered as part of that.
102	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.	The appropriate policy has been translated.
103	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.	This is being progressed.
104	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.	We do not currently have a policy on this.
105	If you publish a policy relating to performance management, you must publish it in Welsh.	The appropriate policy has been translated.
106	If you publish a policy about absence from work, you must publish it in Welsh.	The appropriate policy has been translated.

107	If you publish a policy relating to working conditions, you must publish it in Welsh.	We do not currently have a policy on this.
108	If you publish a policy regarding work patterns, you must publish it in Welsh.	This is being progressed.
Staff complaints		
109	You must allow each member of staff- (a) to make complaints to you in Welsh, and (b) to respond in Welsh to any complaint made about him or about her.	Staff have been made aware of this requirement through guidance.
109A	You must state in any document that you have that sets out your procedures for making complaints that each member of staff may- (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.	Staff have been made aware of this requirement through guidance.
111	If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must - (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting; (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).	Staff have been made aware of this requirement through guidance.
112	When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff- (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about him or about her, (c) asked for a meeting about the complaint to be conducted in Welsh, or (d) asked to use the Welsh language at a meeting about the complaint.	Staff have been made aware of this requirement through guidance.
Discipline		
113	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	Staff have been made aware of this requirement through guidance.

113A	You must- (a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.	Staff have been made aware of this requirement through guidance.
115	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must- (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and (b) explain that you will provide a translation service for that purpose if it is required; and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).	Staff have been made aware of this requirement through guidance.
116	When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff- (a) responded to allegations made against him or her in Welsh, (b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary process.	Staff have been made aware of this requirement through guidance.
IT & Intranet		
117	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).	Staff have been made aware of this requirement.
122	You must designate and maintain a page (or pages) on your intranet which provides services and support material to promote the Welsh language and to assist your staff to use the Welsh language.	A page is available on our intranet.
Planning/training workforce		
124	You must assess the Welsh language skills of your employees.	This has been carried out.

127	<p>You must provide opportunities during working hours-</p> <p>(a) for your employees to receive basic Welsh language lessons, and</p> <p>(b) for employees who manage others to receive training on using the Welsh language in their role as managers.</p>	<p>During the year, we ran two Welsh language training sessions for our staff within the Wales office - a beginner session and an intermediate session. These courses were ten weeks long and facilitated by Cardiff University. The lessons were popular with employees and well attended, with approximately 20% of the office attending.</p> <p>We are in the process of applying for further funding to be allocated to continue with the lessons and are looking into introducing a third class, a foundation level for the beginners to move up to.</p> <p>Funding has been provided for members of staff to complete Welsh courses outside of the workplace. One employee was funded to complete an educational qualification, another was funded to attend an advanced Welsh course, and another has been funded to attend a business Welsh course to assist them with communicating with service users.</p>
128	<p>You must provide opportunities for staff who have completed basic Welsh language training to receive further training free of charge, to develop their language skills.</p>	<p>As above.</p>
129	<p>You must provide training courses so that your employees can develop-</p> <p>(a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture);</p> <p>(b) an understanding of the duty to operate in accordance with the Welsh language standards;</p> <p>(c) an understanding of how the Welsh language can be used in the workplace.</p>	<p>All new Wales-based staff have a briefing sheet as part of their office induction. A Welsh briefing sheet is also included as a recommended part of the induction for all IOPC staff.</p> <p>Relevant information has also been placed on our intranet.</p>
130	<p>When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.</p>	<p>New employees in Wales are given information to raise their awareness of the Welsh language as part of their induction. The Welsh section of the induction for new starters is being reviewed.</p>
131	<p>You must provide wording or a logo for your employees to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.</p>	<p>This has been made available to staff and information is available on our intranet.</p>

132	You must provide wording for each of your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.	This has been made available to staff and information is available on our intranet.
133	You must make available to members of staff who are able to speak Welsh a badge for them to wear to convey that.	Badges and lanyards are available, and this has been promoted on our intranet.
133A.	You must promote to members of staff the wearing of a badge that conveys that a member of staff is able to speak Welsh.	This has been promoted on our intranet.
Recruitment		
134	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply- (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (d) Welsh language skills are not necessary.	Recruitment forms have been redeveloped to take this standard into consideration.
134A.	If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must- (a) specify that when advertising the post, and (b) advertise the post in Welsh.	Relevant jobs are advertised in Welsh.
135	When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.	Recruitment staff have been made aware.

135A	<p>If you publish-</p> <ul style="list-style-type: none"> (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; (d) job descriptions; you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents. <p>You must comply with standard 135A in every circumstance, except: job descriptions when an assessment in relation to standard 134 concludes that Welsh language skills are not required for the post.</p>	Recruitment staff have been made aware.
135B	<p>You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any timescale for informing individuals of decisions).</p>	Application made in Welsh will not be treated less favourably than an application in English.
137	<p>You must ensure that your application forms for posts-</p> <ul style="list-style-type: none"> (a) provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; <p>and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you conduct the interview or assessment in Welsh without that translation service).</p>	Recruitment staff have been made aware.
138	<p>When you inform an individual of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.</p>	Recruitment staff have been made aware and will ensure the standard is delivered.
Signs		
139	<p>When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.</p>	Facilities staff within Wales have been made aware through guidance and all relevant signs are in Welsh.

140	When you erect a new sign or when you renew a sign in your workplace (including temporary signs) which conveys the same information in Welsh and in English, you must position the Welsh-language text so that it is likely to be read first.	Facilities staff within Wales have been made aware through guidance and all relevant signs are in Welsh.
141	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	Facilities staff within Wales have been made aware through guidance.
Records		
143	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.	Internal quality assurance staff have been made aware and are monitoring complaints.
144	You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are required to comply.	Internal quality assurance staff have been made aware and are monitoring complaints.
145	You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the standards that you are required to comply with).	Internal quality assurance staff have been made aware and are monitoring complaints.
146	You must keep a record of the steps that you have taken in order to ensure compliance with the policy making standards that you are required to comply with.	Appropriate records are maintained.
147	You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 124), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record of the skill level of those employees.	Staff have been made aware of this requirement through guidance.
150	You must keep a copy of every assessment that you carry out in respect of any Welsh language skills that may be needed in relation to a new or vacant post.	Our HR staff have been made aware through guidance.
151	You must keep a record, in relation to each financial year, of the number of new and vacant posts which were categorised (in accordance with standard 134) as posts where- (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (D) Welsh language skills are not necessary.	Our HR staff have been made aware through guidance and this record is available.

	Service delivery standards	
152	You must ensure that a document which records the service delivery standards with which you are required to comply, and the extent to which you are required to comply with those standards, is available to the public- (a) on your website, and (b) in each of your offices that are open to the public.	The original document is available here . This annual update report provides an updated version.
153	You must- (a) ensure that you have a complaints procedure that sets out- (i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are required to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available to the public in each of your offices that are open to the public.	Internal quality assurance staff have been made aware and the complaints process is available on our website.
154	You must- (a) ensure that you have arrangements for- (i) the oversight of the way you comply with the service delivery standards with which you are required to comply, (ii) promoting the services that you offer in accordance with those standards, and (iii) facilitate the use of those services. (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available to the public in each of your offices that are open to the public.	The original document is available here . This annual update report provides an updated version.
155	(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year. (2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply. (3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates. (4) You must publicise the fact that you have published an annual report.	The first report was published in September 2018.

	(5) You must ensure that a current copy of your annual report is available- (a) on your website, and (b) in each of your offices that are open to the public.	
156	You must publish a document on your website which explains how you intend to comply with the service delivery with which you are required to comply.	The original document is available here . This annual update report provides an updated version.
157	You must provide any information requested by the Commissioner which relates to your compliance with the service delivery standards with which you are required to comply.	We will provide the Commissioner with any information requested in relation to our delivery of the WLS.
Policy-making		
158	You must ensure that a document which records the policy making standards with which you are required to comply, and the extent to which you are required to comply with those standards, is available to the public- (a) on your website, and (b) in each of your offices that are open to the public.	The compliance notice is available here .
159	You must- (a) ensure that you have a complaints procedure that sets out- (i) how you intend to deal with complaints relating to your compliance with the policy making standards with which you are required to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available to the public in each of your offices that are open to the public.	Internal quality assurance staff have been made aware and the complaints process is available on our website.
160	You must- (a) ensure that you have arrangements for overseeing the way you comply with the policy making standards with which you are required to comply, (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available to the public in each of your offices that are open to the public.	The original document is available here . This annual update report provides an updated version. Implementation and compliance is co-ordinated and monitored through our Strategy and Impact Directorate. The IOPC's internal Welsh Language Network will monitor the way that Welsh language is used and promoted internally throughout the organisation.

161	<p>You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the policy making standards with which you were required to comply during that year.</p> <p>(2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making standards with which you were required to comply.</p> <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available-</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	The first report was published in September 2018.
162	You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are required to comply.	The original document is available here . This annual update report provides an updated version.
163	You must provide any information requested by the Commissioner which relates to compliance with the policy making standards with which you are required to comply.	We will provide the Commissioner with any information requested in relation to our delivery of the WLS.
Operational		
164	<p>You must ensure that a document which records the operational standards with which you are required to comply, and the extent to which you are required to comply with those standards, is available to the public-</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	The compliance notice is available here .
165	<p>You must-</p> <p>(a) ensure that you have a complaints procedure that sets out-</p> <p>(i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are required to comply, and</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints, and</p> <p>(b) publish a document that records that procedure on your intranet.</p>	Internal quality assurance staff have been made aware and the complaints process is available on our website.
166		The original document is available here .

	<p>You must-</p> <ul style="list-style-type: none"> (a) ensure that you have arrangements for- <ul style="list-style-type: none"> (i) the oversight of the way you comply with the operational standards with which you are required to comply, (ii) promoting the services that you offer in accordance with those standards, and (iii) facilitate the use of those service, and (b) publish a document that records that procedure on your intranet. 	<p>This annual update report provides an updated version.</p> <p>Implementation and compliance is co-ordinated and monitored through our Strategy and Impact Directorate.</p> <p>The IOPC's internal Welsh Language Network will monitor the way that Welsh language is used and promoted internally throughout the organisation.</p>
<p>167</p>	<p>You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were required to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are required to comply with the standards referred to)-</p> <ul style="list-style-type: none"> (a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of records kept in accordance with standard 147); (b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 148); (c) where a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 148); (d) the number of members of staff who wear a badge at the end of the financial year (on the basis of records you kept in accordance with (e) the number of new and vacant posts that you advertised during the year which were categorised as posts where- <ul style="list-style-type: none"> (i) Welsh language skills were essential, (ii) Welsh language skills needed to be learnt when appointed to the post, (iii) Welsh language skills were desirable, or (iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 151); (f) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were required to comply. <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p>	<p>The first report was published in September 2018.</p>

	(4) You must publicise the fact that you have published an annual report. (5) You must ensure that a current copy of your annual report is available- (a) on your website, and (b) in each of your offices that are open to the public.	
168	You must publish a document on your website which explains how you intend to comply with the operational standards with which you are required to comply.	The original document is available here . This annual update report provides an updated version.
169	You must provide any information requested by the Commissioner which relates to compliance with the operational standards with which you are required to comply.	We will provide the Commissioner with any information requested in relation to our delivery of the WLS.
Record keeping		
170	You must ensure that a document which records the record keeping standards with which you are required to comply, and the extent to which you are required to comply with those standards, is available to the public- (a) on your website, and (b) in each of your offices that are open to the public.	The compliance notice is available here .
171	You must provide any records you have kept in accordance with the record keeping standards with which you are under a duty to comply to the Welsh Language Commissioner, if the Commissioner asks for those records.	We will provide the Commissioner with any information requested in relation to our delivery of the WLS.

ANNEX B: Welsh language proficiency levels

LEVEL 0

- No appreciable ability

LEVEL 1 (Entry)

I Can:

- Pronounce Welsh words, place names, department names, etc.
- Greet and understand a greeting.
- Use basic everyday words and phrases, e.g. thank you, please, excuse me, etc.
- Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'.
● State simple requests and follow up with extra questions / requests in a limited way

LEVEL 2 (Foundation)

I Can:

- Understand the gist of Welsh conversations in work
- Respond to simple job-related requests and requests for factual information
- Ask simple questions and understand simple responses
- Express opinions in a limited way as long as the topic is familiar
- Understand instructions when simple language is used

LEVEL 3 (Intermediate)

I Can:

- Understand much of what is said in an office, meeting, etc.
- Keep up a simple conversation on a work-related topic, but may need to revert to English to discuss / report on complex or technical information
- Answer predictable or factual questions
- Take and pass on most messages that are likely to require attention
- Offer advice on simple job-related matters

LEVEL 4 (Advanced)

I Can:

- Keep up an extended casual work-related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to English to answer unpredictable questions or explain complex points or technical information
- Contribute effectively to meetings and seminars within own area of work
- Argue for/against a case

LEVEL 5 (Proficiency)

I Can:

- Advise on / talk about routine, non-routine, complex, contentious or sensitive issues related to own experiences
- Give a presentation/demonstration
- Deal confidently with hostile or unpredictable questions
- Carry out negotiations using complex / technical terms
- Give media interviews