



North Wales Police  
and North Wales Police and  
Crime Commissioner

# Joint Welsh Language Strategy Implementation Plan

2024-27



**HEDDLU  
GOGLEDD CYMRU**  
**NORTH WALES  
POLICE**



SWYDDFA COMISIYNYDD HEDDLU  
A THROSEDD GOGLEDD CYMRU  
OFFICE OF THE POLICE & CRIME  
COMMISSIONER NORTH WALES

## INTRODUCTION

This is the third Joint Welsh Language Strategy Implementation Plan published by North Wales Police and the North Wales Police and Crime Commissioner. The previous two strategies covered the period from the introduction of the Welsh Language Standards in 2017 to the practical implementation of those standards across North Wales Police (NWP) (2018-2023). For this organisation, as for other similar public organisations, the work involved in developing procedures, policies, and the practical organs responsible for the implementation, governance and monitoring of these Standards was a huge amount of work over an extended period.

When the first version of the Welsh Language Strategy was published in 2013 the percentage of officers and staff who had Level 0 to Level 2 Welsh Language skills was at 45.8%; with the percentage of those with Level 3 to Level 5 Welsh Language skills at 54.2%.

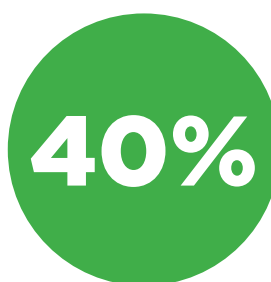
By 2024 these figures have changed enormously – now the percentage of staff and officers with Level 3 to Level 5 Welsh Language skills stands at 75%. The percentage of Level 3 Welsh Language skills has increased from 26.3% to 40%; and the percentages of those with Level 1 Welsh Speaking skills has decreased from 20% to 6.6%. This clearly show that the strategy pursued between 2013 and 2024 was successful.

This Welsh Language Strategy follows the same strategic approach to the use of Welsh and English that was developed by previous NWP Welsh Language Strategies. It is also based upon the following facts and principles, established by the Welsh Language (Wales) Measure 2011:

- **The fact that the Welsh language has official status in Wales.**
- **The principle that the Welsh language should be treated no less favourably than the English language.**
- **The principle that persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so.**



Staff and officers with Level 3 to Level 5 Welsh Language skills



Staff and officers with Level 3 Welsh Language skills

## VISION

Even though the strategies employed in the past have been successful in increasing the level of Welsh Language Skills across the organisation, the rate of increase over the last few years has been slowing down. To move forward and increase this rate we have adopted some actions which will help with our aim. North Wales Police has adopted the Welsh Language as a 10th Protected Characteristic internally. This will inform and guide how we progress our strategy over the next 3 years. In order to do this, we have the following aims as part of our vision for the future:

- We are aiming to become a fully bilingual organisation.
- In accordance with our responsibilities to our communities and the requirements of the Welsh Language Standards imposed on the Chief Constable we will work towards ensuring the provision of language choice in service delivery and within our internal processes.
- We will continue to develop a style of policing in North Wales 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.
- We will 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.
- We will work with relevant partners to ensure that genuine language choice is provided to those that encounter the Justice System and emergency services.



## OBJECTIVES:

### Working towards achieving the strategy will include the following steps:

- Ensuring leadership at all levels which values the Welsh language and bilingual working.
- Working to comply with the requirements of the Welsh Language Standards imposed upon the Force.
- Facilitating and promoting the use of Welsh when we are contacted by the public.
- Providing a bilingual information service in all methods of communication.
- Linking the principles of quality of service and customer satisfaction to the provision of language choice to service users.
- Providing appropriate language choice at the primary public interfaces (Public reception areas and counters; control room / Communication Centre; Custody suites; local policing teams; contact with educational establishments; website and use of online services/social media).
- Working in partnership with other organisations such as NWFRS, police forces, public bodies and relevant agencies to develop initiatives to promote and support more use of Welsh. Liaise with our partner agencies regularly to share and learn from innovation and successes, challenges and failures that the organisations have had.
- Promoting bilingual workplaces and creating a positive environment for staff to use the Welsh language formally or informally at work.
- Enhancing the bilingual capacity of the force. This will include improving the numbers of bilingual staff in key areas in order to reflect the language profile of our communities.



- Continuing to progress the requirements of our Welsh Language Skills Policy.

### **This will include:**

1. encouraging more Welsh speakers to apply for posts in the Force.
2. ensuring that all new entrants who do not already speak Welsh are able to demonstrate linguistic courtesy in Welsh on appointment as a minimum and to progress their skills during the probationary period.
3. increasing the number of staff who can confidently speak or write Welsh and encourage them to use their skills more often to contribute to ensuring language choice when providing services.
4. ensuring that Human Resources internal proceedings and procedures fully acknowledge and consider ability in Welsh to be a skill, side by side with other necessary skills.
5. identifying posts where there is a need for a specific level of ability in Welsh or posts which require a higher level of Welsh (Welsh Essential) and appointing accordingly.

- Seeking to influence language choice in the national recruitment and appointment processes.
- Raising the awareness of current and new staff regarding the commitment to offer a bilingual service and how this contributes to our policing style in North Wales.
- Supporting staff to develop their competence and confidence in Welsh through the internal provision of language training and mentoring to fulfil the business requirements of the Force.
- Examining opportunities to use technology to facilitate more use of Welsh in the workplace.
- Developing a supportive culture which gives staff who are Welsh speakers and those who are learning encouragement and more confidence to make more use of their skills. Part of this is making the Welsh language more audible and visible in the workplace and within internal bulletins and communication.
- Seeking opportunities to promote and develop the use of Welsh and facilitate the provision of language choice for the public and staff in different proceedings and procedures with the Home Office, HMIC, IPCC, CPS and other Criminal Justice agencies.

## STRATEGY IMPLEMENTATION:

### **Implementing the Strategy, Governance and monitoring progress**

The Joint Welsh Language Strategy will be implemented by all departments throughout the Force and overseen by three strategic committees. The ultimate responsibility for the completion lies with the Force SMB.

Progress on the actions will be reported at the Strategic Welsh Language, Equality, Diversity, and Inclusion Board Meeting (SWLEDI), which meets monthly and will oversee the implementation of the Strategy on a Departmental basis.

The SWLEDI Board feeds into the Senior Management Board (SMB), which meets monthly. Any issues raised at the SWLEDI in terms of completing the Strategy at a Departmental level will be raised at the SMB.

All Service SMTs will report on progress and developments to the Force SMB and the Force Culture Board.

The Police and Crime Commissioner will have full overview of how the strategy is progressing and advise on changes and be informed of progress on a quarterly basis.

A temporary Task and Finish Group has been set up to drive initial changes and achieve a set of objectives, reporting back directly to the SMB and informing the SWLEDI of developments.

The current Joint Welsh Language Strategy will run for 3 years instead of the previous 5-year term strategies. This is to accelerate the rate of progress for this strategy's term. Progress will be monitored on a quarterly basis and any issues arising will be taken to the SMB and disseminated to the SWLEDI for actioning.

This Strategy is aimed at raising the current percentage of Level 3- Level 5 Welsh speakers from 75% to 80% by the end of the reporting period of 2026-2027.