

2025/26

Welsh Language Standards Annual Report



This document is also available in Welsh.



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Foreword

I am pleased to introduce British Transport Police's (BTP) Welsh Language Standards Annual Report for 2025/26.

As a public body working in Wales, BTP recognises how important it is that people are able to use Welsh when engaging with its services. The Welsh Language Standards provide the framework for that commitment and help ensure the Welsh language is treated no less favourably than English.

During 2025/26, BTP began a programme of work to make Welsh language considerations a more consistent part of its services, planning and internal processes.

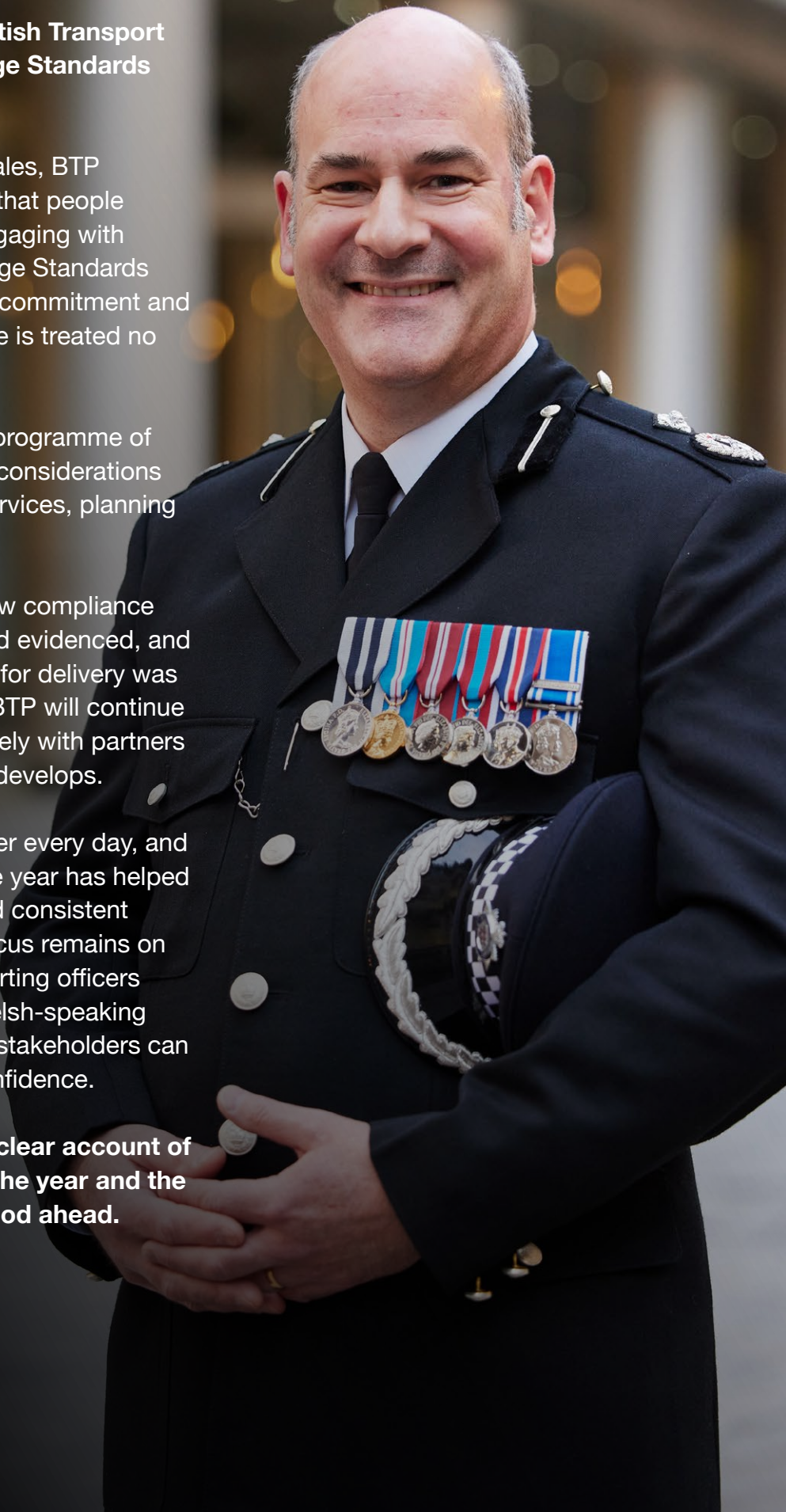
This included strengthening how compliance was understood, monitored and evidenced, and making sure that responsibility for delivery was clear across the organisation. BTP will continue to work openly and constructively with partners and stakeholders as this work develops.

As a Force we strive to be better every day, and the work undertaken during the year has helped to build a more sustainable and consistent approach for the future. Our focus remains on practical improvements, supporting officers and staff, and ensuring that Welsh-speaking communities, passengers and stakeholders can access BTP's services with confidence.

I hope this report provides a clear account of the work undertaken during the year and the direction of travel for the period ahead.

Stuart Cundy QPM

Deputy Chief Constable



Introduction to the Welsh Language Standards

This Welsh Language Standards Annual Report is produced to meet BTP's statutory reporting obligations under the Welsh Language Standards applicable to BTP through its Compliance Notice.

This report covers the 2025/26 financial year and has been published bilingually in Welsh and English within six months of the end of BTP's financial year. This report is available on BTP's website and publicised in accordance with the standards.

BTP is responsible for policing the railway infrastructure across Great Britain with BTP's Wales Sub-Division geographically responsible for service delivery throughout Wales and the Borders. It has an establishment of **151 staff, a mix of police officers, police community support officers and police staff**.

Of these, 50 members of support functions work from posts within Wales and consist of specialist police functions and the Information Management Department.

For statutory monitoring purposes, the scope is not limited to Wales-based posts and may include staff outside Wales where they provide, or support services connected to Wales.

BTP acknowledges its obligations under the Welsh Language Standards. In this report, **"Welsh Language Standards"** means the standards applicable to BTP through its Compliance Notice, and later references to **"the standards"** have the same meaning.



Our commitment to the Welsh Language Standards

BTP sees the standards as an opportunity to strengthen services for communities in Wales, staff and officers. BTP recognises the right of individuals to live their lives through the medium of Welsh, and BTP will not treat the language less favourably than English when delivering these services in Wales.

BTP aims to comply with the legislative requirement and provide a bilingual service for the people of Wales. This report provides an overview of the processes in place across BTP to support compliance with the standards and sets out the improvements BTP is working towards.

BTP actively welcomes feedback about its services in Wales and how it can improve. **Please see our website for details of how to provide feedback.**



Standards covered

On 30 September 2016, the Welsh Language Commissioner issued The Chief Constable of British Transport Police with:

Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011.

This notice:

- Sets out, or refers to, one or more standards specified by the Welsh Ministers under section 26(1).
- Requires BTP to comply with the standards set out or referred to.

The Compliance Notice identifies **148 applicable standards** for BTP and remains in force unless, and until, it is revoked.

Variations of the notice are recorded as amendments to the Compliance Notice. To the date of this report, there have been no variations.

The imposition date for the standards is 30 March 2017.



Executive summary

This report forms part of BTP's statutory reporting and assurance arrangements for the standards.

During 2025/26, BTP commissioned and began a review and reset of its arrangements for the standards. The review remains ongoing and is being undertaken by BTP's Information Management Unit. The work has refreshed and strengthened governance, improved monitoring arrangements, clarified accountability and established 2025/26 as the baseline for future comparison.

The review followed an identified need for clearer documented processes for assurance and statutory reporting.

The Deputy Chief Constable is the executive owner for the standards. The aim is to ensure BTP is prepared for the future, with Welsh language considerations at the forefront of future planning.

The refresh is expected to have a number of outcomes. It will:

- Reinforce BTP's commitment to the Welsh language for its officers, staff, the rail industry and the public.
- Review BTP's intranet to ensure officers and staff have access to the most up-to-date information required by the Compliance Notice.
- Review BTP's external webpages to ensure customers have the means to contact BTP and access relevant resources.
- Ensure specific business owners are responsible for delivery of the standards within their remit.

BTP is developing a Welsh Implementation Policy and Procedure, which will be reflected more fully in the next annual report.

BTP has also commissioned an independent review of Welsh language telephone service provision to consider current arrangements and identify opportunities to improve consistency and resilience. The review's findings and recommendations will inform improvement activity during 2026/27.

Governance arrangements have been refreshed and strengthened to support delivery of services in accordance with the Welsh Language Standards. Deputy Chief Constable Stuart Cundy QPM is the chief officer responsible for the standards within BTP, supported by the Superintendent for Wales for operational delivery and local oversight.

The Welsh Language Operational Group, chaired by Helen Edwards, Head of Information Management, provides monitoring and delivery oversight for the standards. The operational group meets regularly to consider internal and external service provision, progress against the Compliance Notice and any areas requiring further action.

The operational group provides quarterly updates through BTP's Audit, Risk, Inspection and Compliance Board, which acts as the senior assurance route for progress, risks and assurance activity relating to the standards.

Where the operational group identifies areas where it cannot influence compliance directly, or where further interpretation or support is required, guidance will be sought from the Welsh Language Commissioner's Office.



Welsh language skills

Monitoring covers staff based in Wales and staff outside Wales who provide or support services connected to Wales, including relevant Welsh language telephone services.

Further detail is available in the appendices.

Attainment level	Number of employees
Level 0 – No Welsh skills	63
A1 (Entry)	68
Level 1 / A1	3
Level 2 / A2	2
Level 3 / B1	1
Level 4 / B2/C1	5
Level 5 / C2	0

BTP will review future data collection in line with related guidance issued by the Welsh Language Commissioner's Office.

This provides BTP's baseline for reporting Welsh language capability across the relevant workforce. This baseline will be used to support workforce planning, identify training needs and compare future skills audit results.

Complaints

Area	2025/26 reporting period	Notes
Welsh Language Standards complaints	0	Any public complaints regarding the Welsh language are dealt with by the Professional Standards Department and escalated to the Superintendent for Wales for review.

Training courses

The number of BTP employees who completed Welsh language training during 2025/26 is shown below.

Training course	Number of staff	Notes
Online internal Level 1 Welsh language training and assessment	40	Completed during 2025/26.

All officers and staff stationed in Wales and the Borders are asked to complete the Level 1 Welsh language training. The training is optional for all other staff.

Welsh language badges and lanyards

Welsh language badges and lanyards	Number of staff	Notes
Staff and officers who have access to a Welsh 'Cymraeg' or a 'Dw i'n dysgu Cymraeg' badge and/or lanyard	1	2025/26 reporting period

BTP has commissioned an annual Welsh Language Skills Audit to assess the Welsh language skills of Wales-based and relevant Force Contact Centre staff and officers. The audit also identifies whether staff require Welsh language badges and/or lanyards for their role, so that appropriate resources can be provided.

Further in-depth analysis will be included in next year's annual report.



Recruitment

The number of new and vacant posts advertised during 2025/26, by Welsh language skills category, is shown below.

For the 25-26 reporting year, the total number of vacancies posted for all Officers, Specials, Staff and PCSOs was **823**. For officers and specials, this will include transferees, re-joiners and promotions.

Welsh language skills category	Number of staff	Notes
Welsh language skills essential	0	Nil return recorded for this category.
Welsh language skills to be learnt on appointment	0	Nil return recorded for this recruitment category.
Welsh language skills desirable	0	Nil return recorded for this category.
Welsh language skills not necessary	0	Nil return recorded for this category.

Processes for recording Welsh language evaluation of job descriptions will be reviewed by the next reporting period. The recruitment categories above reflect the categories applied to advertised posts. The review will cover what information is currently being collected, what should be collected and how the process can be improved in the future.

These recruitment categories do not replace the separate onboarding and training requirement for new staff and officer recruits stationed in Wales and the Borders to complete Level 1 Welsh language training.

Conclusions and recommendations

The 2025/26 financial year provides BTP with a clearer baseline for future improvement. During 2026/27, BTP will use this to monitor progress, compare activity and evidence improvement in future annual reports. The following actions will support continued improvement and future reporting.

No.	Welsh language skills category	Notes
1	Develop a policy on using Welsh internally in BTP for the purpose of promoting and facilitating the use of the language and publish that policy on the intranet.	Standard 95
2	Provide opportunities for non-Welsh speaking staff to learn Welsh in working hours.	Standard 127
3	Provide opportunities for employees who have completed basic Welsh language training to receive further training, free of charge, to develop their language skills.	Standard 128
4	Maintain scheduled engagement with the Welsh Language Commissioner's Office to support Welsh Language Standards delivery and to seek guidance where required.	Supports delivery and assurance across the applicable Standards.
5	Complete the independent review of Welsh language telephone service provision and use its recommendations to inform service improvements during 2026/27.	Supports Welsh language telephone service provision and related service delivery standards.

Appendices

General arrangements

BTP is developing a Welsh Implementation Policy and Procedure to support the promotion and facilitation of the Welsh language and support actions taken in relation to the standards in the following areas.

Service delivery

- **Standards 1, 4–7** relating to correspondence
- **Standards 8, 9, 11–17, 19–22** relating to telephone services
- **Standards 24, 24A, 25, 25A, 25D** relating to internal meetings and interviews
- **Standards 26, 26A, 27, 27A** relating to meetings and interviews in relation to police enquiries
- **Standards 28–36** relating to public meetings and events
- **Standards 38, 46–48B** relating to documents and forms
- **Standards 49, 52–56** relating to digital and online service
- **Standards 58, 59, 60, 61, 64–67** relating to signs, reception and notices
- **Standards 73, 74, 74A, 76, 77, 78, 79, 80, 84** relating to contracts, tenders, Welsh language services and corporate identity

Policy making

- **Standards 85–90, 92–94** relating to policy making standards

Projects and plans will be expected to record Welsh language considerations and retain supporting evidence where relevant.

Welsh language considerations are considered as part of relevant policy and project decisions. BTP will continue to record how Welsh language impacts are considered, including any actions needed to avoid adverse effects or to promote opportunities to use Welsh.

Operational

- **Standards 95–109A, 111–113A, 115** relating to internal processes
- **Standards 117, 124–133A** relating to workforce, training and systems
- **Standards 134–135B, 137–138** relating to recruitment
- **Standards 139–142** relating to workplace environment
- **Standards 143–151** relating to record keeping standards

Supplementary

- **Standards 152–171** relating to supplementary service delivery, policy making, operational and record keeping standards.

Availability of Welsh Language Standards information for staff

There is a dedicated Welsh Language Standards intranet page for all BTP staff as a first point of contact, which will be refreshed and expanded in autumn 2026.



Welsh language skills audit – BTP attainment levels and CEFR bands

Attainment level	CEFR band	Description	Survey mapping used
Level 0	Below A1	No Welsh language skills.	No skills
A1 (Entry)	A1	Introductory recognition level: can understand and use familiar everyday words and simple greetings.	Basic words and greetings only
Level 1	A1	Functional beginner level: can communicate in simple everyday situations using basic phrases and expressions.	Simple everyday situations
Level 2	A2	Can communicate in routine work situations and deal with familiar topics.	Routine work situations
Level 3	B1	Can communicate fluently in most work situations and understand more complex discussions.	Fluent in most work situations
Level 4	B2/C1	Can use Welsh confidently in more complex or professional work contexts.	Professional Welsh use
Level 5	C2	Can use Welsh at a highly proficient or near-native level across complex professional contexts.	Highly proficient professional Welsh use

BTP uses this mapping to report Welsh language capability consistently across the organisation. It supports monitoring, annual reporting and future workforce planning. **BTP will review future data collection in line with any relevant guidance from and in discussions with the Welsh Language Commissioner's Office.**





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