FINANCIAL CONDUCT AUTHORITY

# Welsh Language Scheme Annual Report to the Welsh Language Commissioner

August 2026

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## Chapter 1

# Overview

## Introduction

**1.1** The Financial Conduct Authority (FCA) is the conduct regulator for around 35,000 financial services firms and financial markets in the UK, and the prudential regulator for around 34,000 of those firms. Around 1,300 of these firms are based in Wales.

**1.2** Our strategic objective is to make sure relevant markets function well and our operational objectives are to:

- protect consumers
- protect the integrity of the UK financial system
- promote effective competition in the interests of consumers

Since 2023, we've a secondary objective to facilitate the international competitiveness and growth of the UK economy in the medium to long term (subject to alignment with international standards). We've outlined how we'll achieve this in our 5-year strategy.

**1.3** We are an independent public body funded entirely through the fees we charge regulated firms. We are accountable to the Treasury, which is responsible for the UK's financial system, and to Parliament.

**1.4** Our role and objectives are primarily defined by the Financial Services and Markets Act 2000 (FSMA). We work with consumer groups, trade associations and professional bodies, domestic regulators, EU legislators and a wide range of other stakeholders. With this extensive remit, we use a proportionate approach to regulation, prioritising the areas and firms which pose a higher risk to our objectives. We have a duty under FSMA to use our resources economically and efficiently.

**1.5** We work across the UK with a head office in London, offices in Leeds and Edinburgh, and colleagues in Belfast and Cardiff. Around 4,600 staff are employed - providing services for firms across England, Wales, Scotland and Northern Ireland.

**1.6** This Welsh Language Scheme monitoring report provides an overview of the progress made in meeting the commitments and delivering the scheme since the last published report in April 2025. This represents the third, and final report in relation to our current Scheme before its planned revision.

## The FCA's Welsh Language Scheme – summary

**1.7** Our Welsh Language Scheme, approved by the Welsh Language Commissioner in February 2023, sets out how we will, so far as is both appropriate in the circumstances and reasonably practicable, give effect to the principle established by the Welsh Language Act that Welsh and English should be treated equally in the conduct of public business in Wales. It also reflects our statutory duty under the Financial Services and Markets Act 2000 to use our resources economically and efficiently.

**1.8** The Scheme provides a clear framework for how we deliver services, communicate with consumers and stakeholders, and embed consideration of the Welsh language within our day-to-day activities. This report outlines the progress made during the final year of the current Scheme ahead of the introduction of its successor.

## Chapter 2

# Progress overview and highlights

**2.1** This section highlights the key activities undertaken during the reporting period to deliver our Welsh Language Scheme commitments. It demonstrates both the practical steps taken to improve our Welsh language offer and the progress made in embedding Welsh language considerations into our wider business activities. More detailed updates are provided in Section 4.

**2.2** The reporting period highlights include:

- Publishing the Firm Checker partner toolkit in Welsh, which included a number of social media assets and webpage content for use by our partners in Wales as part of a UK-wide campaign. Firm Checker helps consumers find out whether a firm is authorised and has permission to provide the services they want. The objective of the campaign is to raise awareness of Firm Checker and drive its use by at-risk audiences, encouraging consumers to 'check' as a default action.
- Delivered a *Connect and Learn* briefing for more than 50 colleagues to raise awareness of the Welsh Language Scheme, helping staff better understand their responsibilities and supporting consistent implementation across the organisation.
- Completed the Welsh Language Commissioner's self-assessment questionnaire as part of its revised approach to monitoring compliance. The self-assessment encourages organisations to reflect on their governance arrangements, identify good practice, and consider opportunities for continuous improvement, supporting a more collaborative approach to regulation.
- Publishing the motor finance partner toolkit – this forms part of our largest campaign of the year, raising awareness of a compensation scheme for consumers.
- Continued to expand and maintain Welsh language digital content by updating a range of high-priority consumer information pages, ensuring Welsh-speaking consumers have access to timely and relevant guidance across key areas of our work, including:
  - Access to cash
  - Buy-now-pay-later deals
  - Reporting a scam
  - Financial Services Register
  - British Steel pension redress scheme
  - British Steel Pension Scheme – our approach to enforcement
  - Your rights with financial services
  - FCA Warning List of unauthorised firms
  - How to complain
  - Protect yourself from scams
  - Fake FCA communications

- Published the FCA's Annual Report in Welsh alongside the English version, ensuring one of our principal corporate publications was available bilingually and demonstrating our continued commitment to treating Welsh and English equally.

## Progress – Dealing with the public in Wales

### Correspondence

**2.3** We continue to welcome correspondence in both Welsh and English. Where we receive correspondence in Welsh, we respond in Welsh within the same service standards that apply to English correspondence.

**2.4** Information about this service continues to be promoted through our website and correspondence with organisations in Wales, helping to raise awareness that customers may communicate with us in Welsh. Appropriate translation support remains in place to ensure this commitment is delivered consistently.

**2.5** Our single email contact for all Welsh language general enquiries appears prominently on our website.

### Telephone communications

**2.6** In line with our Scheme commitments, callers to our consumer and firm helplines can choose to communicate with us in Welsh through our callback translation service. This arrangement continues to ensure Welsh-speaking consumers can access our services without disadvantage.

### Public meetings, events and other dealings with the public in Wales

**2.7** We did not organise any public meetings or events in Wales during the reporting period. However, arrangements remain in place to ensure Welsh language requirements are considered should such events be held in future.

**2.8** Similarly, no public surveys requiring Welsh language provision were undertaken during the reporting period. Welsh language considerations will continue to be incorporated into future engagement activities where appropriate.

## Progress – Our public face

### Publicity campaigns, exhibitions, and advertising

**2.9** During the reporting period we continued to ensure that public campaigns aimed at audiences in Wales included Welsh-language materials where appropriate. This included bilingual resources for both the Firm Checker and motor finance campaigns, helping Welsh-speaking consumers access important information on an equal basis.

## Consumer publications

**2.10** We have adopted a more streamlined and consistent approach to making generic publications available bilingually. This allows us to take a more proportionate and reasonable approach, and aligns with a number of other organisations operating under the Welsh Language Standards regime, so the approach will be familiar to the Welsh public.

**2.11** Moving forward, consumer materials and corporate publications will be available in Welsh and English proactively:

- Where they relate specifically to Wales.
- When the subject matter suggests that it should be published in Welsh and English.
- When the anticipated audience, and their expectations, suggests that it should be available in Welsh and English.

To ensure consistency, the FCA uses a screening process to identify such documents, during the year.

## Websites

**2.12** Our Welsh-language webpages continue to provide a central hub for Welsh-language services, publications and consumer information. During the reporting period we continued to review and update this content to ensure information remained accurate, accessible and relevant.

**2.13** During the reporting period we recorded 3,461 visits to our Welsh webpages, including 2,925 visits to corporate Welsh pages and 512 visits to Welsh consumer information pages. Monitoring this data helps us understand how our Welsh-language content is being accessed and informs future improvements.

**2.14** The Welsh webpage includes a Welsh 'contact us form', where Welsh-speakers can complete a contact form with general queries.

## Social media

**2.15** We continued to maintain our dedicated Welsh-language X account, @FCACymru, using it to promote Welsh-language publications, consumer campaigns and key announcements. The account remains an important channel for raising awareness of our Welsh-language services and engaging with audiences in Wales.

## Forms and associated explanatory material

**2.16** Similarly to the way we now approach publications, we have adopted a more streamlined and consistent approach to making forms available in Welsh proactively. Again, this allows us to take a more proportionate and reasonable position, and one which aligns with other organisations operating under the Welsh Language Standards regime, so the approach will be familiar to the Welsh public.

2.17 We commit to making forms and associated explanatory materials available in Welsh and English proactively:

- Where they relate specifically to Wales.
- When the subject matter suggests that it should be published in Welsh and English.
- When the anticipated audience, and their expectations, suggests that it should be available in Welsh and English.

### Official notices, public notices and staff recruitment notices

2.18 During the reporting period we did not publish any relevant official notices, public notices or staff recruitment notices.

### Raising awareness

2.19 Throughout the reporting period we continued to promote the availability of our Welsh-language services through our website, correspondence, telephone services and Welsh-language social media channels. Together these activities help ensure consumers and stakeholders remain aware that they can engage with the FCA in Welsh.

## Progress – Implementing the Scheme

### Staffing, recruitment, language training and vocational training

2.20 While no roles within the FCA currently require Welsh language skills as an essential or desirable criterion, we remain committed to delivering the commitments set out in our Welsh Language Scheme. We achieve this through external translation support, clear internal guidance and ongoing staff awareness activity to ensure colleagues understand how Welsh language services should be provided.

2.21 Our internal guide covers the key elements of the Scheme to help our colleagues understand what they need to do in order to deliver and implement the measures contained within the Scheme.

### Internal arrangements

2.22 Delivery of the Welsh Language Scheme continues to receive the support of our Senior Leadership Team. Responsibility for monitoring implementation rests with the Head of Marketing, Digital & Events within the Communications Directorate, ensuring consistent oversight of our public-facing Welsh language commitments.

2.23 Progress against the Scheme and Implementation Plan continues to be monitored throughout the year, enabling delivery to be tracked and opportunities for improvement to be identified as we prepare for implementation of the revised Scheme.

## Complaints and suggestions for improvement

**2.24** We are pleased to report that no complaints were received regarding our Welsh-language services during the reporting period.

**2.25** We remain committed to continually improving our Welsh language offer and welcome feedback from consumers and stakeholders to help inform future service improvements.

## Chapter 3

# Future development

3.1 This report marks the final annual monitoring report under the FCA's current Welsh Language Scheme. During the reporting period we have continued to strengthen our Welsh-language services while preparing for the introduction of our revised Scheme, which is currently being considered by the Welsh Language Commissioner.

3.2 Subject to approval, our focus during the next reporting period will shift towards implementing the revised Scheme and delivering the actions set out in its first-year Implementation Plan. We will continue to build on the progress made under the current Scheme by embedding Welsh language considerations into our communications, services and public engagement activities, ensuring Welsh-speaking consumers continue to receive accessible and equitable services.

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