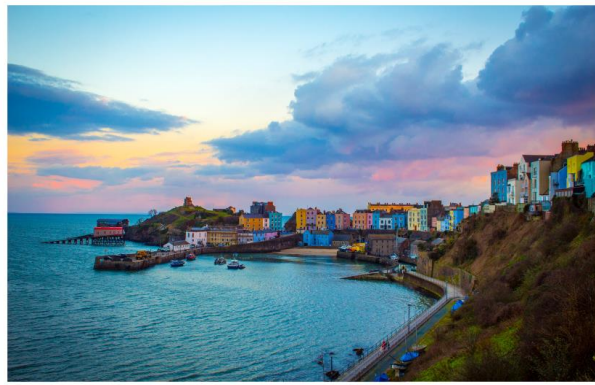


Heads of Place Pennaeth Lle

A-Z Directory of Civil Service Departments that have a presence in Wales.

Edition 1, January 2023



Heads of Place Cymru Wales would like to thank all the departments for their contributions in creating this Directory

Special thanks go to

Design and Print Team, Intellectual Property Office for their specialist help with design and Cabinet Office Graphic team for the Modernisation and Reform Logo assistance.

Welsh Language Unit, Department Work and Pensions for their support in translation.

Natural Resources Wales for sharing their images.

All Civil Service Departments we have worked with to edit and approve the content of this directory.



Some of the images in this directory still reference the late Queen Elizabeth II. We give thanks to the Royal Mint for sharing the new imagery of his Majesty King Charles III which will be included in future editions.



Heads of Place

Pennaeth Lle

Hello and Welcome to our Heads of Place Civil Service in Wales Directory.

Our role within the Heads of Place Team is to bring together departments and agencies within each locality to deliver actions and opportunities that will bring the vision for a Modern Civil Service to life and encourage more of us to be part of this journey.

We provide a creative spark and energy that drives change forward, we connect people from different departments and help them to share expertise and develop skills and solutions that benefit the business and customers.

This Directory is just one example of us connecting Civil Service departments in Wales together. It provides a perfect introduction and platform for departments to showcase their roles and responsibilities.

The principal aim of the Directory is to increase awareness of the Civil Service departments and bodies that are based in Wales, but it can also be used as a great guide if you are looking for opportunities within another Civil Service department. There are links to Civil Service Jobs weaved throughout the pages along with information on how to connect with us.

So...be curious and enjoy reading about the Civil Service in Wales as well as admiring some of the great photographs. The images capture perfectly what a beautiful and scenic country we are privileged to live and work in.

“civil servants in Wales are a powerful voice when we join and work together “

Kim Ann Williamson MBE

Strategic Advisor to the Wales Head of Place
Heads of Place Team

Who are the Heads of Place?

Heads of Place are SCS2 Directors and are based across the UK. Our Wales Head of Place (HoP) is Glynne Jones who is also the Director of the Office of the Secretary State for Wales. Glynne is supported in his HoP role by his Strategic Advisor who is based in the locality.

The Heads of Place programme is part of the Civil Service People and Places Directorate (CSPPD) in the Cabinet Office. Its work in Wales is overseen by a Head of Place Senior Leaders Group, which has representation from across Civil Service bodies in Wales.

Each Head of Place has a Permanent Secretary Champion and the programme reports to the Locations and Property Board and the Portfolio Oversight Board.

What is the Heads of Place programme?

Through the appointment of Civil Service Directors as Heads of Place for each region and nation of the UK, we are looking to better support and respond to places by providing stronger, visible leadership of the Civil Service. Our vision is that by 2025 we will create dynamic communities of Civil Servants across departments that are reflective of each nation and region of the UK. The programme is led by our Head of Place and brings together senior leaders who work together to shape and deliver the vision of a modern Civil Service in Wales, including ensuring that we are closer to the communities that we serve and better placed to respond to local needs. To support this work, a Delivery Group is in place drawing together staff from across departments to oversee the activity underway and ensure that we are delivering our priorities.

A message from Glynne Jones, Head of Place for Wales

One of the great privileges of being the UK Government's Head of Place for Wales is the opportunity it provides to meet and talk to colleagues across the Civil Service family in Wales and marvel at the superb work they do. I had no idea before starting the role just how extensive that family is nor the rich variety of work that is taking place. To now have a directory that brings it all to life is a fantastic development. I hope that everyone reading it – whether an existing civil servant or someone interested in joining our ranks – will see the opportunities that are on offer.

The Civil Service has a key role to play as we tackle the challenges that lie ahead and I am more determined than ever to play my full part in the efforts to better connect us, not just together but to the communities that we serve.



What do the Heads of Place do?

What are the key objectives?

The programme has a framework and for Wales our priorities are outlined below

Leadership underpins all of our priorities. We are creating a SCS community that will own and shape our nation's approach to realising the vision for a modern Civil Service, setting priorities and leading activity to achieve the HoP vision by focussing upon 3 strands: Places for Growth (PfG), Talent/Careers and Diversity.

- a) **Places for Growth** provide strategic oversight of PfG delivery by steering local delivery plans (LDPs).
- b) **Talent/Careers** identify priorities to strengthen talent in the Civil Service in Wales. Focus on actions that will diversify the talent pipeline into the Civil Service, support progression up through the Civil Service and promote interchange and secondments across the Civil Service and the wider public sector.
- c) **Diversity and Inclusion:** identify priorities for diversity and inclusion focussing on actions that address geographical exclusion and social mobility alongside protected characteristics.

Bringing together all Civil Service departments in Wales to share good practice and collaborate will be key to ensuring the success of the programme and achieving the priorities for Wales.

Opportunities to become involved are always available and I am confident that you won't be disappointed once you join us on our journey.

Kim Ann Williamson MBE
Strategic Advisor to the Wales Head of Place



Heads of Place

Pennaeth Lle

Strategic Advisor



Kim-Ann Williamson MBE

Strategic Advisor to the Head of Place for Wales



Heads of Place

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Pennaeth Lle

Contact Us



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Civil Service Jobs and Careers



Civil Service Jobs

<https://www.civilservicejobs.service.gov.uk>

Civil Service Careers

<https://www.civil-service-careers.gov.uk>

OGL

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Heads of Place

Pennaeth Lle

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Advisory Conciliation & Arbitration Service (ACAS)

acas working
for everyone

Making working life better for
everyone in Britain.



Advisory Conciliation & Arbitration Service

Advisory Conciliation & Arbitration Service (ACAS) Wales works with employers and employees to help improve working life for everyone. We do so by resolving workplace disputes through our dispute resolution service, whilst helping to improve organisation performance by providing practical, expert advice and training to employers across Wales.

The types of roles available in Cardiff are:

Early Conciliation Support Officers who are the first point of contact when submitting a notification to ACAS that you intend to make a claim to the Employment Tribunal.

Conciliators who facilitate discussions around resolving disputes without the claim reaching an Employment Tribunal. Collective Conciliation who work alongside Trade Unions and/or appointed representatives to resolve large scale disputes with a view to reaching a formal agreement. Advisory Services who assist companies with large scale projects, for example restructuring. Good Practice Services who work closely with employers and stakeholders to offer expert advice, training and tailored support to help them keep up to date with best practice. Business Support who provide the administrative service to underpin the work of the wider functions of the business.

Location

Based in Companies House, Cardiff

Field operators across Wales to Assist organisations and employers.

Staff Count

90

Website

<http://www.acas.org.uk/>

Animal and Plant Health Agency (APHA)



Animal & Plant Health Agency

Making working life better for everyone in Britain.

“APHA has enabled and supported me to have a great career and the flexibility to work around the needs of my family. The work is varied and can be challenging, but with support of great colleagues we pull together as a team and strive to achieve the right result.”
Sheryl Evans



Animal and Plant Health Agency

The Animal and Plant Health Agency (APHA) works to safeguard animal and plant health for the benefit of people, the environment and the economy.

We're responsible for:

- Identifying and controlling endemic and exotic diseases and pests in animals, plants and bees and surveillance of new and emerging pests and diseases.
- Scientific research in areas such as bacterial, virion, prion and parasitic diseases and vaccines, and food safety; and act as an international reference laboratory for many farm animal diseases.
- Facilitating international trade in animals, products of animal origin, and plants.
- Protecting endangered wildlife through licensing and registration.
- Managing a programme of apiary (bee) inspections, diagnostics, research and development, and training and advice.
- Regulating the safe disposal of animal by-products to reduce the risk of potentially dangerous substances entering the food chain
- Taking action to help safeguard animal welfare

Location

Caernarfon, Carmarthen, Cardiff and Llandrindod Wells.

Staff Count

330

Website

<http://www.gov.uk/government/organisations/animal-and-plant-health-agency>

The Department for Business, Energy & Industrial Strategy (BEIS)



Department for
Business, Energy
& Industrial Strategy



The Department for Business, Energy & Industrial Strategy

We are building an economy that works for everyone, so that there are great places in every part of the UK for people to work and for businesses to invest, innovate and grow.

Our mission is leading Britain's recovery

Our priorities are

- Fighting coronavirus
- Backing business
- Unleashing innovation
- Tackling climate change
- Our Mission and Priorities will be supported by our BEIS Values

Location

Based in Companies House, Cardiff

Staff Count

Approximately 90

Website

<http://www.gov.uk/government/organisations/department-for-business-energy-and-industrial-strategy>

Cabinet Office



Cabinet Office

The Cabinet Office is the centre of Government. The department is responsible for the constitution, for supporting the design and delivery of government policy and for helping the government to deliver the finest public services through more efficient working and attracting and developing the finest public servants.

The department supports the Prime Minister and ensures the effective running of government. The Cabinet Office's purpose is: to maintain the integrity of the Union, co-ordinate the security of the realm and sustain a flourishing democracy; to support the design and implementation of HM Government's policies and the Prime Minister's priorities; and to ensure the delivery of the finest public services by attracting and developing the best public servants and improving the efficiency of government.

Staff Count

Approximately 80 in Wales.

Website

<http://www.gov.uk/government/organisations/cabinet-office>

Charity Commission



**CHARITY COMMISSION
FOR ENGLAND AND WALES**



Charity Commission

We register and regulate the charities in England and Wales, to ensure that the public can support charities with confidence. As a registrar, we are responsible for maintaining an accurate and up-to-date register of charities. This includes deciding whether organisations are charitable and should be registered. We also remove charities that are not considered to be charitable, no longer exist or do not operate.

Location

Based in Concept House/ Office of National Statistics, Newport.

Staff Count

10

Website

<http://www.gov.uk/government/organisations/charity-commission>

Companies House



Companies House

John-Mark Frost – Director of Transformation Delivery.

“Companies House plays a key role in driving confidence in the UK economy; we incorporate and maintain the records of all 4.3 million companies in the UK and make those records publicly available. This information is some of the most searched in government (over 8 billion times last year), informs decision-making for investors, business and the public and plays a vital role in preventing and tackling economic crime”



Companies House

The purpose of Companies House is to drive confidence in the UK economy by incorporating and dissolving companies, registering company information and making that information available to the public. One of the most searched sources of information in government, Companies House plays a key role in making company information available to be reviewed and, as such, supporting UK business and preventing and detecting economic crime.

Our main responsibilities are to

- Incorporate and dissolve limited companies
- Examine and store company information
- Make information available to the public

Location

Based in Companies House, Cardiff.
(we also have smaller offices in Edinburgh, Belfast and London)

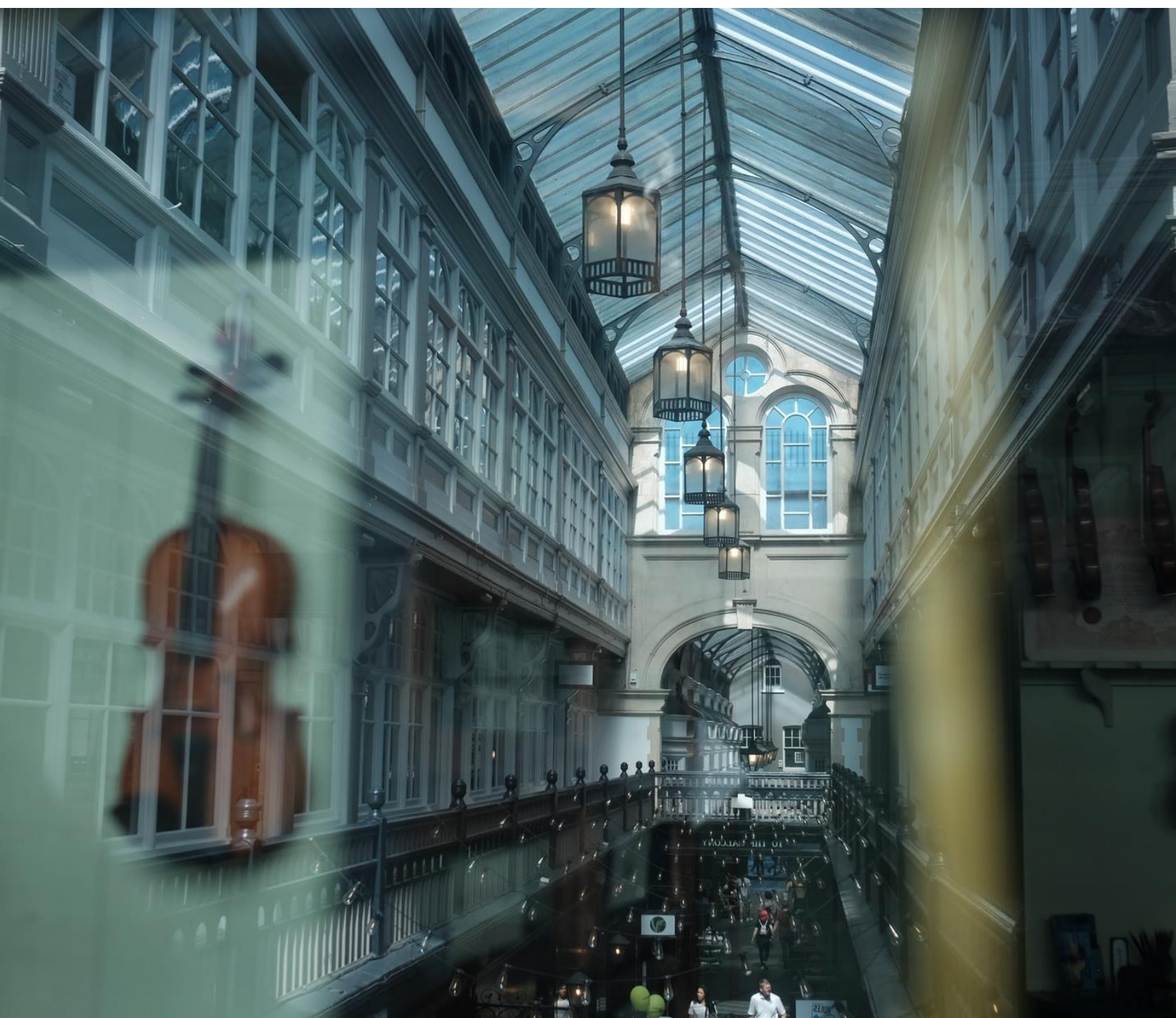
Staff Count

Approximately 1,080

Website

<http://www.gov.uk/government/organisations/companies-house>

Competition and Markets Authority (CMA)



Competition and Markets Authority

We work to promote competition for the benefit of consumers, both within and outside the UK by ensuring that consumers get a good deal when buying goods and services, and businesses operate within the law.

We do this in a number of ways:

- Investigate mergers between organisations, to make sure they don't reduce competition.
- We investigate entire markets if we think there are competition or consumer problems.
- We can take action against businesses and individuals that take part in cartels or anti-competitive behaviour.
- We protect consumers from unfair trading practices.
- We encourage government and other regulators to use competition effectively on behalf of consumers.

Location

We have staff in London, Edinburgh, Belfast and Cardiff

Staff Count

10 members of staff in Cardiff

Website

<http://www.gov.uk/government/organisations/competition-and-markets-authority>

Crown Commercial Service (CCS)



Crown Commercial Service



Crown Commercial Services

The Crown Commercial Service (CCS) brings together policy, advice and direct buying; providing commercial services to the public sector and saving money for the taxpayer.

We're responsible for

- Providing commercial and procurement expertise and services to Government and the Wider Public Sector (local authorities, NHS, police, education providers, devolved administrations) across 82 separate category areas.
- Managing the procurement of common goods and services, so public sector organisations with similar needs achieve value by buying as a single customer
- by agreement, running call-off procurements from our frameworks for our customers.
- Increasing savings for the taxpayer by centralising buying requirements for common goods and services and bringing together smaller projects leading on procurement policy on behalf of the UK government

Location

Based in Concept House, Newport.

Staff Count

120

Website

<http://www.gov.uk/government/organisations/crown-commercial-service>

Crown Prosecution Service (CPS)



The Crown Prosecution Service

The Crown Prosecution Service (CPS) prosecutes criminal cases that have been investigated by the police and other investigative organisations in England and Wales. The CPS is independent, and we make our decisions independently of the police and government.

Location

Offices based in Cardiff, Mold and Swansea

Staff Count

Approximately 400

Website

<http://www.cps.gov.uk/>

Defence Electronics and Components Agency (DECA)



Defence Electronics &
Components Agency



Defence Electronics and Components Agency

DECA are a trusted MOD and industry partner with a highly professional team aiming to provide benchmark support services as the principal in-house government organisation dedicated to maintenance, repair, overhaul, upgrade, procurement and managed service provision in the defence avionics, electronics and components field.

DECA is an executive agency, sponsored by the Ministry of Defence.

As an Executive Agency of MOD, DECA is run along commercial lines with funding for DECA's activities being generated entirely by payments for delivery of services provided to its MOD and private sector customers.

DECA's Purpose, Aim and Values were developed and agreed with senior managers, employees and Trade Unions before endorsement by the Customer and Owner on formation of DECA.

These continue to be reviewed to ensure the PAV continues to align with Defence Objectives and MOD's strategic requirements of DECA. Our values form a cornerstone of DECA's Transformation Programme with all workstreams applying and embedding these guiding principles within their plans and deliverables, thereby cementing these values at the heart of the Agency

Location

Head office located in Sealand and Main Operating Centre in North Wales,. DECA also have a site in Stafford and various deployed locations across the UK.

Staff Count

Approximately 380

Website

<http://www.gov.uk/government/organisations/defence-electronics-and-components-agency>

Defence Equipment and Support (DE&S)



Defence Equipment and Support

A mix of civil servants, military and contractors, we are a highly specialised part of the Ministry of Defence.

From the procurement of clothes to carriers, food to fighter jets, we ensure our UK military customers – the Royal Navy, the British Army and the Royal Air Force – have the equipment and support they need to carry out their duties effectively. We also manage the recruitment for our sister organisation – the Submarine Delivery Agency.

- We employ over 11,500 talented civil servants, military personnel and private contractors
- Across more than 150 locations around the world
- Operate with a budget of £178 billion over the next 10 years

Location

Locations across the UK

Staff Count

Approximately 20 in Wales

Website

<https://des.mod.uk>

Department for Environment, Food and Rural Affairs (DEFRA)



Department
for Environment
Food & Rural Affairs



Department for Environment, Food and Rural Affairs

We are responsible for improving and protecting the environment. We aim to grow a green economy and sustain thriving rural communities. We also support our world-leading food, farming and fishing industries.

Purpose

Our broad remit means we play a major role in people's day-to-day life, from the food we eat, and the air we breathe, to the water we drink.

We are here to make our air purer, our water cleaner, our land greener and our food more sustainable.

Our mission is to restore and enhance the environment for the next generation, leaving it in a better state than we found it.

Location

Across the UK

Staff Count

Approximately 40 staff in Wales

Website

<http://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs>

Department for International Trade (DIT)



Department for International Trade



Department for International Trade

We secure UK and global prosperity by promoting and financing international trade and investment, and championing free trade.

Purpose

We are responsible for delivering 4 priority outcomes:

1. Secure world-class free trade agreements and reduce market access barriers, ensuring that consumers and businesses can benefit from both.
2. Deliver economic growth to all the nations and regions of the UK through attracting and retaining inward investment.
3. Support UK business to take full advantage of trade opportunities, including those arising from delivering free trade agreements (FTAs), facilitating UK exports.
4. Champion the rules-based international trading system and operate the UK's new trading system, including protecting UK businesses from unfair trade practices

Read the Department for International Trades [outcome delivery plan](#) to find out more about our priority outcomes and how we will achieve them.

Location

Across the UK

Website

<http://www.gov.uk/government/organisations/department-for-international-trade>

Department for Transport



Department for Transport



Department for Transport

We work with our agencies and partners to support the transport network that helps the UK's businesses and gets people and goods travelling around the country. We plan and invest in transport infrastructure to keep the UK on the move.

We are responsible for

- Providing policy, guidance, and funding to English local authorities to help them run and maintain their road networks, improve passenger and freight travel, and develop new major transport schemes
- Investing in, maintaining and operating around 4,300 miles of the motorway and trunk road network in England through highways England.
- Setting the strategic direction for the rail industry in England and Wales - Funding investment in infrastructure through Network Rail, awarding and managing rail franchises , and regulating rail fares.
- Improving English bus service through funding and regulation.
- Working to make our roads less congested and polluted by promoting lower carbon transport, including new technology such as smart ticketing and low carbon vehicles. Maintaining high standards of safety and security in transport.
- Supporting the maritime sector by producing the overall strategy and planning policy for ports in England and Wales.
- Setting national aviation policy, working with airlines, airports, the Civil Aviation Authority and NATS (UK's air traffic service).

Location

Three of the Department for Transport's Executive Agencies; DVLA, DVSA and MCA all have a presence in Wales.

Staff Count

Approximately 60 Corporate Services staff based in Swansea.

Website

<http://www.gov.uk/government/organisations/department-for-transport>

The Department of Work and Pension (DWP)



Department
for Work &
Pensions

Rhys Morgan - Service Leader

"The outstanding response by DWP Wales to the COVID 19 crisis has shone a spotlight on the commitment and dedication of the department's staff. Despite the enormous challenge, DWP colleagues have continued to provide help and support to the most vulnerable citizens, not just in Wales but across the UK. I am so proud to be part of Team DWP Wales."



Department for Work and Pensions

The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department it administers the State Pension and a range of working age, disability and ill health benefits to around 20 million claimants and customers.

We are responsible for

- Understanding and dealing with the causes of poverty rather than its symptoms
- Encouraging people to work and making work pay
- Encouraging disabled people and those with ill health to work and be independent
- Providing a decent income for people of pension age and promoting saving for retirement
- Providing value for money and reducing levels of fraud and error
- Reducing work-related death and serious injury in workplaces through the **Health and Safety Executive**

Location

We have just under 60 Jobcentres and a number of other centres such as Pension Centres, Service Centres and Processing Centres. DWP has an extensive network across Wales from small to large sites.

Staff Count

Approximately 5,720

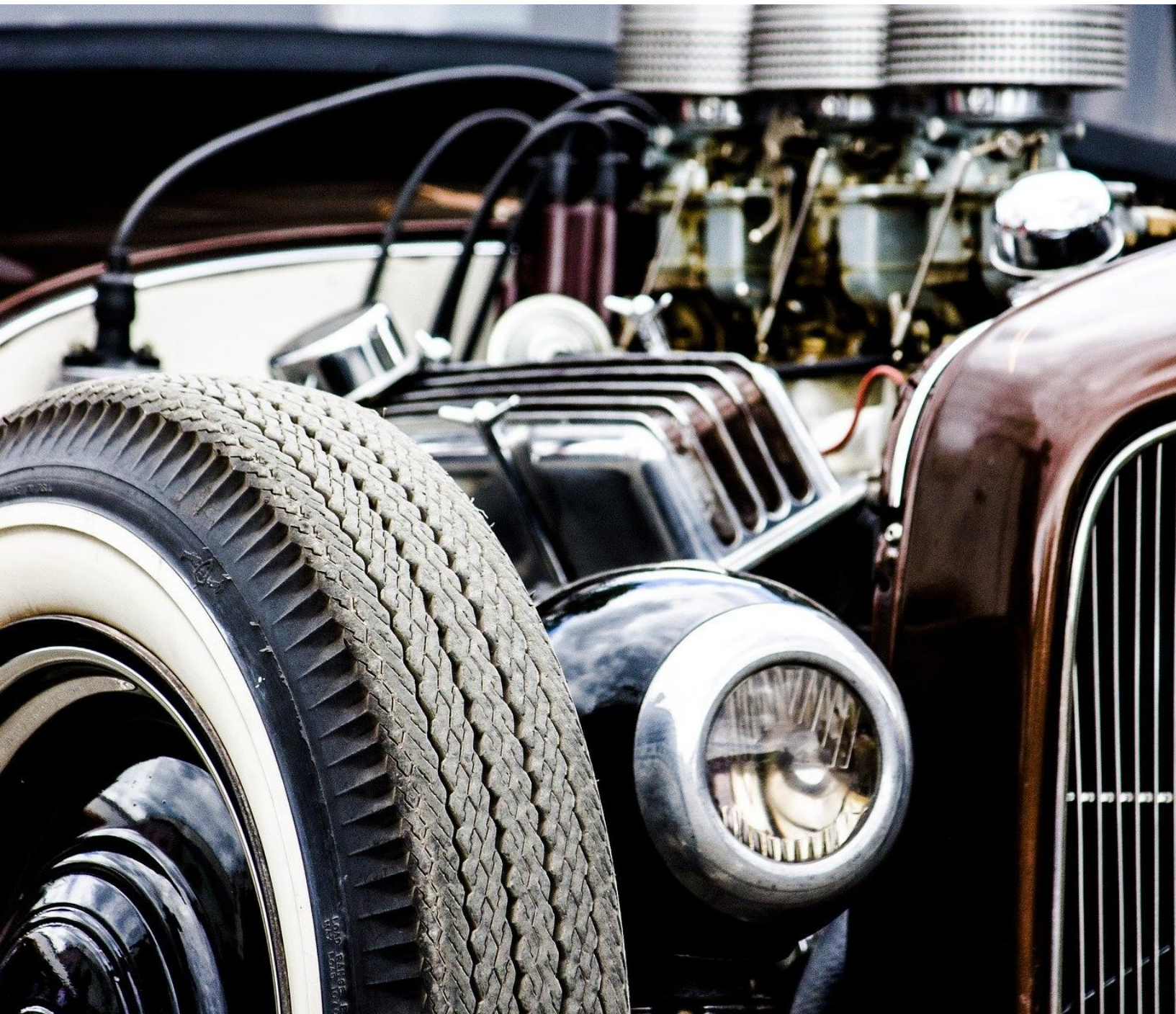
Website

<http://www.gov.uk/government/organisations/department-for-work-pensions>

Driver and Vehicle Licensing Agency (DVLA)



Driver & Vehicle
Licensing
Agency



Driver and Vehicle Licensing Agency

The DVLA holds more than 49 million driver records and over 40 million vehicle records. We collect around £7 Billion a year in vehicle excise duty (VED). We also maintain the registration and licensing of drivers in Great Britain, also maintain the registration and licensing of vehicles, together with the collection and enforcement of VED, in the UK. This information allows us to get the right drivers and vehicles taxed and on the road, as simply, safely and efficiently as possible.

Responsible for

- recording driver endorsements, disqualifications and medical conditions
- issuing photocard driving licences and vehicle registration certificates
- taking enforcement action against vehicle tax evaders
- registering and issuing tachograph cards
- selling DVLA personalised registrations
- helping police and intelligence authorities deal with crime
- providing anonymised data to those who have the right to use the service

Location

Based in DVLA Buildings, Swansea.

Staff Count

6,210

Website

<http://www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency>

Driver and Vehicle Standards Agency (DVSA)



Driver & Vehicle Standards Agency



Driver and Vehicle Standards Agency

The Driver and Vehicle Standards Agency (DVSA) is an executive agency of the Department for Transport. It employs staff throughout Great Britain, 500 of whom work at one of our Welsh offices.

Its priority is to keep everyone safe on Britain's roads.

It does this by:

- carrying out spot checks on lorries, buses, drivers and operators, and issuing over £6 million in fines per year, while working with the police to investigate heavy vehicle collisions
- setting the driving, riding and theory tests and carrying out nearly 4 million tests each year, while regulating 40,000 driving instructors
- setting the MOT test and overseeing nearly 40 million MOTs each year, while regulating 60,000 MOT testers
- carrying out over 750,000 annual tests on lorries and buses to ensure they are safe
- overseeing around 400 vehicle safety recalls per year

In depth statistics on the work DVSA does can be found at www.gov.uk

We provide vehicle and driver testing and enforcement services from a network of sites throughout Wales. But we also have an office in Swansea, covering corporate support functions – including our call centre, IT and finance. We run a number of apprenticeship schemes, and enjoy partnerships with colleges throughout Wales. We're very proud that one of our apprentices is this year's Gower College Contact Centre Apprentice of the Year

Location

Based in Swansea and throughout Wales.

Staff Count

The DVSA has 6210 Civil Servants across the three nations and 570 in Wales.

Website

<http://www.gov.uk/government/organisations/driver-and-vehicle-standards-agency>

Estyn



We're the education and training inspectorate for Wales.

Our vision is to improve the quality of education and training and outcomes for all learners in Wales.

Our mission is to support education and training providers to develop a self-improving and learning culture through our advice, inspection and capacity building.



Estyn

Estyn inspects quality and standards in education and training providers in Wales. We also provide advice and guidance to the Welsh Government on quality and standards, we promote the spread of best practise in education and training in Wales.

Location

Based in Anchor Court, Cardiff with staff based across Wales.

Staff Count

110

Website

<http://www.estyn.gov.wales/>

Food Standards Agency (FSA)



Food Standards Agency



Food Standards Agency

The Food Standards Agency is an independent statutory body, with a role set out in law, to protect consumers' interests in relation to food. We work transparently and base our decisions and guidance on the latest science and evidence.

We are responsible for food safety and food hygiene in England, Wales and Northern Ireland. We work with local authorities to enforce food safety regulations and our staff work in meat plants to check that standards are being met.

Our Strategy

Our mission is food you can trust. We want to ensure that:

- Food is safe: we all have the right to expect that the food we eat will not make us ill
- Food is what it says it is: when people buy food, they should be confident that it is authentic and described properly
- Food is healthier and more sustainable: we want to play our role in helping to ensure that food is healthier for people and more sustainable for the environment

Location

FSA in Wales has an office in Cardiff

Staff Count

In Wales, there are around 70 office-based staff and 90 operational staff working in meat hygiene.

Website

<http://www.food.gov.uk/>

Government Internal Audit Agency (GIAA)



Government
Internal Audit
Agency



Government Internal Audit Agency

The Government Internal Audit Agency (GIAA) is an executive agency of His Majesty's Treasury (HM Treasury).

The Agency was established in 2015 with the objective of providing government departments and agencies in England and Wales with objective, independent insight and assurance, so it can achieve better outcomes by developing better governance, risk management and internal controls.

As the government's primary provider of internal audit services, we lead the government internal audit profession and function. We also provide award-winning counter fraud and investigation services and support finance professionals across government in their role as stewards of public money.

Staff Count

30

Website

<http://www.gov.uk/government/organisations/government-internal-audit-agency>

Health and Safety Executive (HSE)



Health and Safety Executive

The Health and Safety Executive (HSE) is a Crown non-departmental public body with specific statutory functions in relation to health and safety.

It is appointed by the Secretary of State for Work and Pensions and employs around 3000 staff including those working in policy, field operations (inspectors), technology, communication, scientific and medical advisers. HSE's job is to prevent people being killed, injured or made ill by work. We have about 100 staff in Wales based in three locations, Cardiff, Carmarthen & Wrexham.

Location

Based in Cardiff, Carmarthen and Wrexham.

Staff Count

Approximately 90

Website

<http://www.hse.gov.uk/>

Home Office



Home Office



Home Office

The Home Office is the lead government department for immigration and passports, drugs policy, crime, fire, counter-terrorism and police.

They are responsible for

- Working on the problems caused by illegal drug use
- Shaping the alcohol strategy, policy and licensing conditions
- Keeping the United Kingdom safe from the threat of terrorism
- Reducing and preventing crime, and ensuring people feel safe in their homes and communities
- Securing the UK border and controlling immigration
- Considering applications to enter and stay in the UK
- Issuing passports and visas
- Supporting visible, responsible and accountable policing by empowering the public and freeing up the police to fight crime
- Fire prevention and rescue (In England)

Location

Based in Cardiff and Newport. Further locations include Swansea, Pembroke Dock, Colwyn Bay and Holyhead

Staff Count

Approximately 710

Website

<http://www.gov.uk/government/organisations/home-office>

Department for Levelling up, Housing and Communities (DLUHC)



Department for Levelling Up,
Housing & Communities



Department for Levelling up, Housing and Communities

The department for levelling up, housing and communities job is to create great places for people to live and work across the UK, ensure everyone benefits from economic growth and prosperity and to give more power to local people to shape what happens in their area.

Our Responsibilities

- Raise productivity and empower places from rural to major cities
- Ensuring that everyone across the country can benefit from levelling up
- Improving access to better quality, safer, greener and more affordable homes
- Devolving powers and budgets to boost local growth
- Ensuring a sustainable and resilient local government sector
- Ending rough sleeping

Location

Based in Cardiff

Website

<http://www.gov.uk/government/organisations/department-for-levelling-up-housing-and-communities>

His Majesty's Courts and Tribunal Service (HMCTS)



HM Courts &
Tribunals Service



His Majesty's Courts and Tribunal Service

HM Courts & Tribunals Service is responsible for the administration of criminal, civil and family courts and tribunals in England and Wales. Through the courts and tribunals we give people and businesses access to justice, including:

- victims and witnesses of crime
- defendants accused of crimes
- consumers in debt or with other disputes
- people involved in the adoption or protection of children
- businesses involved in commercial disputes
- individuals asserting their employment rights or challenging the decisions of government bodies
- people affected by relationship breakdown

Location

We have Crown, Magistrates, Civil and Family Courts based all around Wales. We also have enforcement centres and administration offices

Staff Count

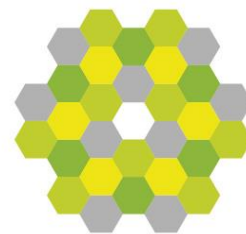
980

Website

<http://www.gov.uk/government/organisations/hm-courts-and-tribunals-service>

His Majesty's Land Registry

HM Land
Registry



His Majesty's Land Registry

We register the ownership of land and property in England and Wales. HM Land Registry safeguards land and property ownership valued at £7 trillion, enabling over £1 trillion worth of personal and commercial lending to be secured against property across England and Wales. The Land Register contains more than 25 million titles showing evidence of ownership for more than 87% of the land mass of England and Wales.

Within England and Wales, our responsibilities are to provide

- A reliable record of information about ownership of and interests affecting land and property
- Owners with a land title, guaranteed by the government
- A title plan that indicates general boundaries

Location

Based in Swansea, Enterprise Park (Tŷ Cwm Tawe)

Staff Count

Approximately 770

Website

<http://www.gov.uk/government/organisations/land-registry>

His Majesty's Revenue and Customs (HMRC)



HM Revenue
& Customs



His Majesty's Revenue and Customs

We are the UK's tax, payments and customs authority, and we have a vital purpose: we collect the money that pays for the UK's public services and help families and individuals with targeted financial support. We do this by being impartial and increasingly effective and efficient in our administration. We help the honest majority to get their tax right and make it hard for the dishonest minority to cheat the system.

Location

Cardiff Government Hub: Tŷ William Morgan at 6 Central Square

Staff Count

4,380 Staff in Wales

Website

<http://www.gov.uk/government/organisations/hm-revenue-customs>

His Majesty's Passport Office (HMPO)

“We are the only Passport Office in
Wales”



HM Passport Office



His Majesty's Passport Office

HM Passport Office is the sole issuer of UK passports and responsible for civil registration services through the General Register Office. HM Passport Office is part of the Home Office.

The Newport Office offers full and part time employment with flexible working patterns. They are particularly keen to expand the services they offer in Welsh and would welcome Welsh speakers of all levels of achievement. They also offer Apprenticeships, proactive wellbeing, inclusion and diversity programmes and the opportunities to become involved in staff interest groups, i.e., volunteering and charity fundraising.

Learning and development is tailored to your role and future career rewards include a Civil Service pension, and other benefits and recognition and reward schemes.

They are responsible for

- Providing passport services for British nationals residing in the UK and, in association with our partners at the Foreign, Commonwealth & Development Office, (FCDO), to those residing overseas.
- Administering civil registration in England and Wales.

Staff Count

Approximately 250

Website

<http://www.gov.uk/government/organisations/hm-passport-office>

His Majesty's Prison and Probation Service (HMPPS)

“The organisation works together and with other government departments and agencies to bring the principles of justice to life for everyone in society.”



HM Prison & Probation Service



His Majesty's Prison and Probation Service

His Majesty's Prison and Probation Service (HMPPS) is here to protect the public and reduce reoffending by changing lives. The agency is made up of His Majesty's Prison Service, the Probation Service and a headquarters, all focussed on preventing further victims by carrying out the sentences given to offenders by the courts, either in custody or the community. We work with our partners and a range of contracted services to provide opportunities for rehabilitation through education, employment, health and accommodation.

Our HMPPS in Wales directorate makes sure all organisations work closely together when delivering both devolved and non-devolved services to people in prisons and on probation, and manages the integration of UK and Welsh Government policies. We work closely with charities, independent inspectors, local councils, the courts and police to support the justice system for people in Wales. HMPPS in Wales supports the Welsh Language scheme to meet the needs of Welsh speaking people in custody and in the community.

Responsibilities

Within Wales, we are responsible for:

- running prison and probation services
- ensuring support is available to stop reoffending
- contract managing private sector prisons and other rehabilitative services for people leaving prison

Staff Count

3,162

Website

<http://www.gov.uk/government/organisations/her-majestys-prison-and-probation-service>

The Insolvency Service



The Insolvency Service



The Insolvency Service

We are a Government agency that helps to deliver economic confidence by supporting those in financial distress, tackling financial wrongdoing and maximising returns to creditors.

Our responsibilities include;

- Administer bankruptcies and debt relief orders
- Look into the affairs of companies in liquidation, making reports of any director misconduct
- Investigate trading companies and take action to wind them up and/or disqualify the directors if there is evidence of misconduct
- Act as trustee/liquidator where no private sector insolvency practitioner is in place
- Issue redundancy payments from the National Insurance Fund
- Work to disqualify unfit directors in all corporate failures
- Deal with bankruptcy and debt relief restrictions orders and undertakings
- Act as an impartial source of information for the public on insolvency and redundancy matters
- Advise BEIS ministers and other government departments and agencies on insolvency and redundancy related issues
- Investigate and prosecute breaches of company and insolvency legislation and other criminal offences on behalf of BEIS

Location

In Wales, the Insolvency Service is located in Cardiff, Companies House.

Staff Count

70

Website

<http://www.gov.uk/government/organisations/insolvency-service>

Intellectual Property Office (IPO)



Intellectual
Property
Office

Dominic Houlihan- Director of People, Places and Services

“The IPO is a great place to work and this has been further demonstrated in how the office has been so supportive of our people whilst maintaining our service to customers during the disruption cause by Covid-19. We also achieved a Gold Investors in People award this year (2020) which speaks volumes about how much we value our people and our commitment to continuing to improve as an organisation”



Intellectual Property Office

The Intellectual Property Office (IPO) is the official UK government body responsible for intellectual property (IP) rights including patents, designs, trade-marks and copyright.

They operate and maintain a clear and accessible intellectual property system in the UK, which encourages innovation and helps the economy and society to benefit from knowledge and ideas. They help people get the right type of protection for their creation or invention.

The Intellectual Property Office became the operating name of The Patent Office on 2 April 2007. The Patent Office was set up in 1852 to grant patents, although the origins of the patent system date back a further 400 years.

We're now a team of over 1,000, with offices in Newport and London. The team is made up of specialists in rights-granting, IT, finance and HR.

They are responsible for

- IP policy
- Educating businesses and consumers about IP rights and responsibilities
- Supporting IP enforcement
- Granting UK patents, trade marks and design rights

Location

Based in Newport, Concept House.

Staff Count

1,660

Website

<http://www.gov.uk/government/organisations/intellectual-property-office>

Legal Aid Agency



Legal Aid
Agency



Legal Aid Agency

We provide civil and criminal legal aid and advice in England and Wales to help people deal with their legal problems.

We are responsible for

- Making sure legal aid services from solicitors, barristers and the not-for-profit sector are available to the general public
- Funding the Civil Legal Advice Service
- Publishing statistical information on legal aid and the Director of Legal Aid Casework annual report, which states how the post-holder carries out independent decision-making duties each financial year
- Running the Public Defender Service to give a range of services within the criminal defence market

Location

Based in Cardiff, Churchill House.

Staff Count

Approximately 50

Website

<http://www.gov.uk/government/organisations/legal-aid-agency>

The Meteorological Office



Met Office



The Meteorological Office

The Meteorological Office (Met Office) is the UK's national weather service. It provides weather and climate-related services to the Armed Forces, government departments, the public, civil aviation, shipping, industry, agriculture and commerce.

Location

In Wales the MET Office is based across 3 locations in Cardiff, Aberporth and Valley.

Staff Count

10

Website

<http://www.metoffice.gov.uk/>

Ministry of Defence (MOD)



Ministry
of Defence



Ministry of Defence

We work for a secure and prosperous United Kingdom with global reach and influence. We will protect our people, territories, values and interests at home and overseas, through strong armed forces and in partnership with allies, to ensure our security, support our national interests and safeguard our prosperity.

The UK regular forces comprise full time trained and untrained personnel in the:

- Royal Navy
- British Army
- Royal Air Force
- Strategic Command

Staff Count

760

Website

<http://www.gov.uk/government/organisations/ministry-of-defence>

Ministry of Justice (MOJ)



Ministry
of Justice



The Ministry of Justice

The Ministry of Justice is a major government department, at the heart of the justice system. We work to protect and advance the principles of justice. Our vision is to deliver a world-class justice system that works for everyone in society.

We are responsible for these parts of the justice system:

- Courts
- Prisons
- Probation services
- Attendance centres

The organisation works together and with other government departments and agencies to bring the principles of justice to life for everyone in society. From our civil courts, tribunals and family law hearings, to criminal justice, prison and probation services.

Staff Count

160 Excluding Agencies in Wales

Website

<http://www.gov.uk/government/organisations/ministry-of-justice>

Maritime and Coastguard Agency (MCGA)



Maritime and
Coastguard Agency



Maritime and Coastguard Agency

We work to prevent the loss of life on the coast and at sea. We produce legislation and guidance on maritime matters, and provide certification to seafarers. We are responsible for:

- The safety of everybody in a vessel in UK waters
- The safety of all seafarers on UK flagged vessels
- Making sure all equipment on UK vessels is fit for purpose
- Making sure all seafarers on UK vessels have correct documentation
- The environmental safety of UK coast and waters
- The accuracy of hydrographic data on UK charts
- Overseeing coastal rescue volunteers, hydrographic, seafarer certification and the port state control inspection regime

Location

Cardiff (Anchor Court); **Holyhead** (Prince of Wales Road); **Milford Haven** (Gorsewood Drive); and, **Swansea** (Tutt Head).

Staff Count

Approximately 100 in Wales

Website

<http://www.gov.uk/government/organisations/maritime-and-coastguard-agency>

National Crime Agency (NCA)



National Crime Agency

The National Crime Agency, also known as the NCA, is a crime-fighting law enforcement agency responsible for leading the UK's fight to cut serious and organised crime.

Staff Count

Approximately 70 in Wales

Website

<http://www.nationalcrimeagency.gov.uk/>

Office of the Secretary of State for Wales



UK Government
Llywodraeth y DU

Office of the Secretary of State for Wales
Swyddfa Ysgrifennydd Gwladol Cymru



Office of the Secretary of State for Wales

The Office of the Secretary of State for Wales supports the Welsh Secretary and the Parliamentary Under Secretary of State in promoting the best interests of Wales within a stronger United Kingdom. It ensures Welsh interests are represented at the heart of the UK Government and the UK Government's responsibilities are represented in Wales.

Location

Ty William Morgan, Central Square, Cardiff (from Summer 2021)

Staff Count

Approximately 20

Website

<http://www.gov.uk/government/organisations/office-of-the-secretary-of-state-for-wales>

Planning Inspectorate



Planning Inspectorate



Planning Inspectorate

The Planning Inspectorate deals with planning appeals, developments of national significance, examinations of local plans and other planning-related and specialist casework in England and Wales. The Planning Inspectorate's job is to make decisions and provide recommendations and advice on a range of land use planning-related issues across England and Wales. We do this in a fair, open and timely way.

Location

Based in Cardiff, Crown Buildings

Staff Count

Approximately 20 in Wales

Website

<http://www.gov.uk/government/organisations/planning-inspectorate>

Defence Science and Technology Laboratory (DSTL)



The Defence Science and Technology Laboratory

The Defence Science and Technology Laboratory (DSTL) ensures that innovative science and technology contribute to the defence and security of the UK. We help MOD to implement the recommendations in the National Security Strategy and the Strategic Defence and Security Review, in particular to:

- identify and monitor national security risks and opportunities
- Protect the UK and our interests at home, at our border, and internationally, in order to address physical and electronic threats from state and non-state sources.

Website

<http://www.gov.uk/government/organisations/defence-science-and-technology-laboratory>

Valuation Office Agency (VOA)



Valuation Office Agency



Valuation Office Agency

The Valuation Office Agency (VOA) provides valuations and property advice to support taxation and benefits to the government and local authorities in England, Wales and Scotland.

It also provides valuation and surveying services to public sector bodies.

The VOA's work covers these core areas;

- Compiling and maintaining lists of council tax bands for 25 million domestic properties
- Compiling and maintaining lists detailing the rateable value of 1.9 million commercial properties for business rates
- Advising ministers on valuation, property matters and benefits
- Providing independent and impartial valuation and professional property advice across the public sector.

Location

It has offices across the UK, including in Cardiff, Swansea, Wrexham and Carmarthen.

Staff Count

280

Website

<http://www.gov.uk/government/organisations/valuation-office-agency>

Welsh Government



Welsh Government

Wales has its own government, making policies and laws for our country. Welsh Government is the devolved government for Wales and consists of the First Minister, Welsh Ministers and the Counsel General. They are supported by civil servants who work across devolved areas which include key aspects of public life such as health, education and the environment. We are working to help improve the lives of people in Wales and make our nation a better place in which to live and work.

Our responsibilities include

- Planning
- Education
- Welsh Language
- Health
- Economic Development
- Environment
- Local Government
- Social Services
- Agriculture and Rural Affairs
- Transport
- Culture

We make decisions on matters regarding these areas, for Wales as a whole, developing policies and Welsh Laws (Assembly Bills) to implement them.

Location

We have many office locations across all of Wales, the largest of which is situated in Cathays Park in Cardiff. We also have an office in London as well as 21 international offices in 12 countries

Staff Count

5,850

Website

<https://gov.wales>

Welsh Revenue Authority



Awdurdod Cyllid Cymru
Welsh Revenue Authority

Dyfed Alsop, Welsh Revenue Authority Chief Executive:

“We’re committed to helping deliver a fair tax system for Wales through what we call ‘Our Approach’ - a Welsh way of doing tax. By working collaboratively with representatives, partner organisations, taxpayers, and the public, we make sure taxes are collected efficiently and effectively.

We’re a small and multi-skilled organisation of more than 70 staff, with talents, skills and experience spanning 14 different professions, including communications; data and digital; finance; human resources; legal; operational delivery; policy and tax. We champion innovation, collaboration and shared decision-making. And we empower and entrust our people with high levels of responsibility and autonomy.

We base everything we do on our [Corporate Plan 2019 to 2022](#). This sets out our purpose, strategic objectives, and longer-term ambitions. We report on our work annually - see our latest [Annual Report and Accounts](#).

Find out more about what it’s like to work with us in our latest [People Survey](#).”

Awdurdod Cyllid Cymru / Welsh Revenue Authority

The Welsh Revenue Authority (WRA) is the tax authority responsible for collecting and managing 2 devolved taxes, designed and made by the Welsh Government for Wales: Land Transaction Tax and Landfill Disposals Tax. These taxes replaced Stamp Duty Land Tax and Landfill Tax in Wales, from 1 April 2018. The revenue we raise funds public services, like the NHS and schools, in communities across Wales.

The WRA's overall purpose is to design and deliver Welsh national revenue services and lead the better use of Welsh taxpayer data for Wales.

It is the first non-ministerial department to be formed within Welsh Government.

Location

Currently Cardiff and Merthyr Tydfil (location of new headquarters under review)

Staff count

80+ Staff

Website

<https://gov.wales/welsh-revenue-authority>

UK Statistics Authority



UK Statistics Authority

The UK Statistics Authority (UKSA) is an independent statutory body. It operates at arm's length from government as a non-ministerial department and reports directly to the UK Parliament, the Scottish Parliament, the National Assembly for Wales and the Northern Ireland Assembly. The Authority has a statutory objective of promoting and safeguarding the production and publication of official statistics that serve the public good. The Authority has exclusive responsibility for its two executive arms, the Office for National Statistics (ONS) and the Office for Statistics Regulation (OSR).

Location

Government Building, Newport

Staff Count

Approximately 3,010

Website

<http://www.statisticsauthority.gov.uk/>



Heads of Place

Pennaeth Lle

Supplemental of departments and organisations that also work with Heads of Place Cymru Wales

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More information can be found on each Civil Service department by visiting www.gov.uk

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Audit Office for Wales

“Audit Wales examine public spending and identify ways to improve public services.”



Audit Office for Wales

On behalf of the people of Wales, Audit Wales examine public spending and identify ways to improve public services. Our work supports the effective scrutiny of public money by the Senedd and locally elected representatives. We are entirely independent of government.

Location

Based in Cardiff, Abergele and Penlleger

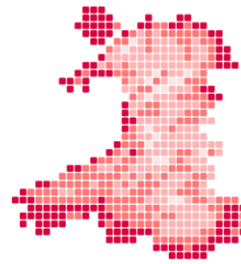
Staff Count

Approximately 270

Website

<https://www.audit.wales/>

The Boundary Commission for Wales (BCW)



**Comisiwn Ffiniau
i Gymru**

**Boundary Commission
for Wales**

The Boundary Commission for Wales (BCW) is one of four Parliamentary Boundary Commissions, covering each part of the United Kingdom, first established by the House of Commons (Redistribution of Seats) Act 1944.



The Boundary Commission for Wales

The Boundary Commission for Wales (BCW) is one of four Parliamentary Boundary Commissions, covering each part of the United Kingdom, first established by the House of Commons (Redistribution of Seats) Act 1944. Each Commission is fully independent of Government, non-political and impartial and each has completed five general reviews of parliamentary constituency boundaries since it was established.

The BCW is a permanent body constituted under the Parliamentary Constituencies Act 1986 which, as amended by the Boundary Commissions Act 1992, Part 2 of the Parliamentary Voting System and Constituencies Act 2011 and the Parliamentary Constituencies Act 2020, requires all four Commissions to keep parliamentary constituencies under review by conducting a review of all the constituencies in their area every eight years (after completion of the 2023 Review).

The Chair of the Commission is the Speaker of the House of Commons, but by convention he or she does not participate in the conduct of boundary reviews or formulation of the Commission's recommendations.

The Deputy Chair therefore leads the Boundary Commission for Wales in its work. The Deputy Chair must be a serving Judge of the High Court, and is appointed by the Lord Chancellor. The Deputy Chair is supported by two Commissioners whose appointments are made by the Minister for the Cabinet Office.

Location

Based in Cardiff

Staff Count

Approximately 12

Website

<https://bcomm-wales.gov.uk/>

Care Inspectorate Wales



Care Inspectorate Wales

We are the independent regulator of social care and childcare in Wales. We register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales.

Our Responsibilities

- We carry out functions on behalf of Welsh Ministers to provide assurance on the quality and safety of services
- We decide who can provide services
- We inspect and drive improvement of regulated services and local authority social services
- We undertake national reviews of social care services
- We take action to ensure services meet legislative and regulatory requirements
- We respond to concerns raised about social care and childcare services

Location

Offices in Llandudno and Merthyr Tydfil

Website

<https://careinspectorate.wales/>

Government Property Agency (GPA)



Government
Property
Agency



Government Property Agency

GPA exists to provide a single Civil Service office and warehouse estate managed for the benefit of all departments. Its aim is to provide a transformed, shared, sustainable and value for money estate. GPA uses its commercial and property expertise to: make best use of space; support the introduction of smarter working and improve employee satisfaction through people-focused workplace services. It does so through delivering against the following 4 key government objectives:

- **Supporting growth across the UK** by facilitating the movement of roles out of London and supporting political commitments to reduce Civil Service numbers in the South East.
- **Transforming the Civil Service** by creating new, multi-departmental workplaces across the UK which will create a fully interoperable environment
- **Contributing to carbon net zero** - by minimising consumption of energy, water and waste, as well as improving resilience to climate change (temperature change, flood risk, etc.) and reducing carbon embodied in construction.
- **Securing Better Value** by delivering economies of scale, maximising the use of space across departmental boundaries, so ensuring savings of £1.4 billion by 2027.

Location

Welsh office located in Newport and other areas across Wales.

Staff Count

Approximately 10 in Wales.

Website

<https://www.gov.uk/government/organisations/government-property-agency>

Independent Office for Police Conduct (IOPC)



The Independent Office for Police Conduct

The Independent Office for Police Conduct (IOPC) is an independent body which oversees the police complaints system in Wales and England.

Investigating the most serious matters, including deaths following police contact, the IOPC sets the standards by which the police should deal with complaints. The IOPC is committed to using learning from its work to influence changes within policing.

Following legislative amendments introduced in February 2020, the IOPC is working with police forces and Police and Crime Commissioners to embed the changes to the Police Complaints system into its operations.

The IOPC operates in an open and transparent manner, providing ongoing assurance to the Home Office that it is meeting its delivery plan and using resources effectively and efficiently. In Wales, the IOPC works closely with the Office of the Welsh Language Commissioner to meet its requirements in respect of the Welsh Language Standards.

Website

<https://www.policeconduct.gov.uk/>

Natural Resources Wales



Cyfoeth Naturiol Cymru
Natural Resources Wales



Natural Resources Wales

Natural Resources Wales is the largest Welsh Government Sponsored Body, employing 1,900 staff across Wales with a budget of £180 million.

We were formed in April 2013, largely taking over the functions of the Countryside Council for Wales, Forestry Commission Wales and the Environment Agency in Wales, as well as certain Welsh Government functions.

Our responsibilities include:

- Advisor
- Regulator
- Designator
- Responder
- Statutory Consultee
- Manager / Operator
- Partner, Educator, Enabler
- Evidence Gatherer
- Employer

Location

Offices located across Wales

Staff Count

Approximately 1,900.

Website

<https://naturalresources.wales/>



Heads of Place

Pennaeth Lle

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Heads of Place

Pennaeth Lle



kimann.williamson@cabinetoffice.gov.uk