

Civil/crime news: change of number for Welsh language helpline



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Our Welsh language helpline number has changed to 0300 200 20 20.

This number connects callers to our customer services team. All callers are offered a Welsh or English option when their device connects to 0300 200 20 20.

They are asked to press the # key on their keypad for conversations in Welsh.

Callers who want to speak in English should simply hold for further options.

The old Welsh language number of 0845 609 9989 is being turned off completely on 1 December 2020.

Until 1 December, callers using the old number are being automatically diverted to 0300 200 20 20.

The provision of this helpline service is an important element of the Welsh Language Scheme we operate in Wales.

Further information

Welsh version of this article

Press release distributed by Media Pigeon on behalf of GOV.UK, on Nov 12, 2020. For more information subscribe and [follow us](#).

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