Police and Crime Commissioner for Gwent Decision	
PCCG-2015- 082	Police and Crime Commissioner for Gwent Decision Session
Subject	Welsh Language Scheme Annual Review
Summary	To record the decision of the Police and Crime Commissioner regarding the annual monitoring of the Welsh Language Scheme 2014/15.

#### **DECISION**

- 1. The annual monitoring report sets out the progress of the Office of the Police and Crime Commissioner for Gwent and Gwent Police with regard to its Welsh Language Scheme and the provision of Welsh language services.
- 2. I accept and note the annual report and commend it to the Welsh Language Commissioner.

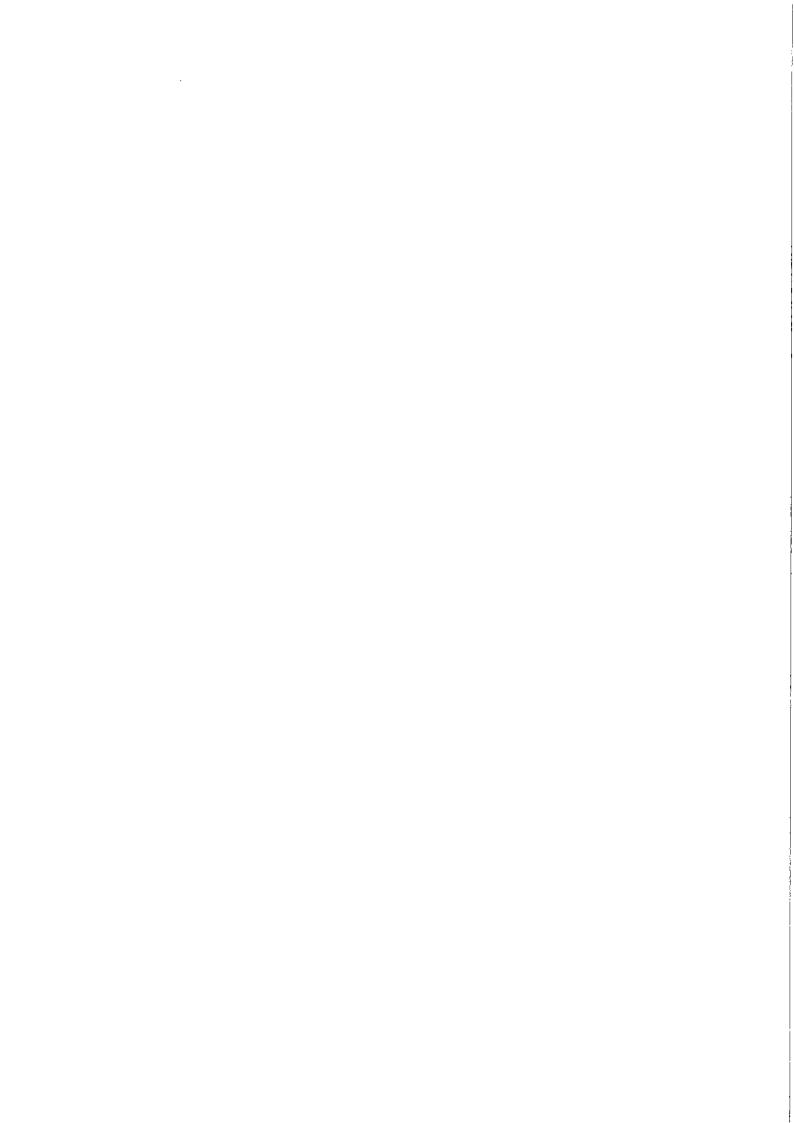
#### lan Johnston QPM, Police and Crime Commissioner for Gwent

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with my code of conduct. Any such interests are recorded below.

The above request has my approval.

Signed Date Date

Contact Officer	
Name	Darren Garwood-Pask
Position	Chief Finance Officer and Deputy Chief Executive
Telephone	01633 642200
Email	Commissioner@gwent.pnn.police.uk
Background papers	Welsh Language Scheme Annual Report





# OFFICE OF POLICE & CRIME COMMISSIONER FOR GWENT AND GWENT POLICE

# JOINT WELSH LANGUAGE SCHEME

## **MONITORING REPORT 2014-15**





### OFFICE OF POLICE AND CRIME COMMISSIONER FOR GWENT AND GWENT POLICE WELSH LANGUAGE SCHEME - MONITORING REPORT 2014-15

#### 1. INTRODUCTION

This annual monitoring report sets out the progress of Gwent Police with regard to its Welsh Language Scheme and the provision of Welsh language services.

Police & Crime Commissioners and police forces in Wales have adopted the principle that, in the conduct of public business and the administration of justice in Wales, they will treat the English and Welsh languages on a basis of equality.

The last annual monitoring report (for the Office of Police & Crime Commissioner and Gwent Police) was submitted in October 2014 and reporting timelines are in line with the other three police force areas in Wales. This monitoring report covers the period from 1 November 2014 to 30 October 2015.

#### The Police and Crime Commissioner

The Police and Crime Commissioner has responsibility for overseeing the business of the Force. The Commissioner ensures that the policing needs of Gwent are met as effectively as possible, bringing communities closer to the police, building confidence in the system and building trust

The Office of the Police and Crime Commissioner provides support to the Commissioner in carrying out his duties and responsibilities. The Office provides a wide range of support and advice to the Commissioner in areas such as meetings and engagement, commissioning, equality and diversity and performance.

#### Policing in Gwent

The Force area covers the Unitary Authorities of Newport, Caerphilly, Torfaen, Blaenau Gwent and Monmouthshire, with a total population of c 565,000.

Gwent Police employs 2,076 staff. The Office of Police & Crime Commissioner employs 19 staff (30/10/15). These figures are actual staff numbers not full-time equivalent.

	a de la companya de la Mistandación
Police Officers	1207
Police Staff (incl. CSOs)	869
Office of Police & Crime Commissioner	19

In 2007, Gwent Police embarked on a major change programme called 'Staying Ahead' to restructure the force, develop a culture of innovation and create efficiency savings to be reinvested in front-line policing. Gwent Police was ahead of the curve in getting our house in order financially. However, following recent

Spending Reviews, the Force estimates it now needs to generate cumulative total savings of £33m by 2020/21.

As with many public bodies, Gwent Police is undertaking a major efficiency programme (through 'Staying Ahead') to achieve the savings required and improve business processes.

#### Management of the Scheme

The Chief Executive is the is the lead officer for the Welsh Language in the Office of the Police and Crime Commissioner and the Deputy Chief Constable is the lead officer for the Welsh Language in Gwent Police. The Scheme is managed on a day-to-day basis by the Head of Corporate Communications. Scrutiny for Welsh Language matters is the responsibility of the Police and Crime Commissioner and the Equality and Diversity Group.

As per the recent correspondence received from the Welsh Language Commissioner's office, we await guidance on the new Welsh Language Standards and future reporting procedures. The Office & Crime Commissioner and Force will retain a joint scheme until further guidance is received.

#### 2. THE ALL-WALES CONTEXT

The Association of Chief Police Officers (Cymru) has signed up to the following principles:

- the Welsh and English Language have equal status
- to improve service provision to the public in their language of choice

To support these principles, it has also been agreed to adopt the following tactics:

- to develop one, innovative, Welsh Language Scheme
- · to promote bilingual workplaces in order to increase the confidence of staff to use Welsh
- to encourage all new staff to demonstrate basic linguistic courtesy in Welsh
- to offer language choice in the recruitment and appointment processes
- to encourage and support staff to learn Welsh or to improve their skills
- · to identify posts where there is a need for a specific level of ability in Welsh
- to provide guaranteed language choice at the primary public interfaces (public reception areas and counters; control rooms/ communication centres; custody suites; local policing teams; contact with educational establishments)

These principles are published in the Welsh Language Scheme and are endorsed by Commissioners. In addition, police forces in Wales and Commissioners will aim to:

- operate more like a bilingual organisation
- increase the number of staff who can confidently speak or write Welsh and encourage them to use their skills more often to contribute to ensuring a choice of languages for the public
- raise the awareness of current and new staff regarding the police commitment to offer a bilingual service
- work towards attracting more applications from Welsh speakers and learners from Welsh
  communities to join the police as officers or police staff. Part of this would be to nurture more
  contact with Welsh speakers and with various representatives of Welsh language groups
- develop a language skills strategy that would encourage all new members of staff to demonstrate
  the ability to show basic Welsh language courtesy skills, in addition to concentrating on existing
  staff who have direct contact with the public

- ensure 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
- seek opportunities to promote and develop the use of Welsh in different proceedings and procedures with the Home Office, HMIC and other Welsh police forces
- make the most of every opportunity to define their commitment to the Welsh language as part of its effort to acknowledge race and diversity matters in Wales

#### **Translation Principles**

We continue to deliver high-quality bilingual printed, electronic and digital communications for the public as detailed in appendix A of our Welsh Language Scheme. Detailed in the table below is our progress against the minimum standards.

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Propodomiliem	and the Religion of the Section	લાકસ્ત્રત ઉત્પન્નના છે.
Website	Bilingual	Bilingual
Posters (External)	Bilingual	Bilingual
Posters (Internal)	English Only	English Only
Meeting Papers / Minutes	English Only	English Only
Neighbourhood Flyers	Bilingual	Bilingual
Annual Reports	Bilingual	Bilingual
Policing Plan	Bilingual	Bilingual
Signage	Bilingual	Bilingual
Bus Backs	Bilingual	Bilingual
Booklets (External)	Bilingual	Bilingual
Booklets (Internal)	English Only	English Only
Magazines	Bilingual	Bilingual
Stickers	Bilingual	Bilingual
Vehicle Branding	Bilingual	Bilingual
·	English / Welsh Subtitles where	English / Welsh Subtitles where
Broadcast Productions	appropriate	appropriate
Social Media	English Only	English Only
Bluetooth	English Only	English Only
Stationery	Bilingual	Bilingual
Promotional Items	Bilingual	Bilingual
Displays	Bilingual	Bilingual
Neighbourhood Newsletters	Bilingual	Bilingual
Standpoint Machines	Bilingual	Bilingual
Questionnaires	Bilingual	Bilingual
	OPPLICE OF ROUNCE WERLING	
- Promotoral hera	iNew Policy	(៩២៨៥១ត ឡើវិទេសមិល្ប
Meeting Papers / Minutes	English Only	English Only
Police and Crime Plan	Bilingual	Bilingual
Website	Bilingual* (excluding meeting papers / minutes)	Bilingual* (excluding meeting papers / minutes)
Social Media	English Only	English Only
	0	

Posters (External)	Bilingual	Bilingual
Posters (Internal)	English Only	English Only
Signage	Bilingual	Bilingual
Booklets (External)	Bilingual	Bilingual
Booklets (Internal)	English Only	English Only
Stickers	N/A	N/A
Stationery	Bilingual	Bilingual
Promotional Items	Bilingual	Bilingual
Displays	Bilingual	Bilingual
Standpoint Machines	Bilingual	Bilingual
Questionnaires	Bilingual	Bilingual

At this time we are not planning to translate internal materials into Welsh as a matter of course but we will however translate any materials on request.

Some examples of external materials produced in the last twelve months are shown in Appendix 1 of this Report. Both the Force and Office of Police & Crime Commissioner offer their smartphone apps and websites bilingually. As requested by the Welsh Language Commissioner's office, the table below shows a breakdown of usage of these resources over the last 12 months (1st November 2014 - 31st October 2015):

			English	Welsh
Gwent	Police	Website	930,627 page views	4,213 page views
Gwent.pc	lice.uk			
Gwent Po	lice Website		1,012,549 page views	2,379 page views
Corporate.gwent.police.uk				
	of Police oner Website	& Crime	46,904 page views	538 page views
Gwent Police App*		928 downloads	928 downloads	
1	of Police oner App*	& Crime	57downloads	57 downloads

<sup>\*</sup>Currently Apple doesn't supply a breakdown of which pages/sections of the 'app' have been viewed. Each individual user can access the 'app' in either English or Welsh

#### PERFORMANCE INDICATORS

Detailed below is our progress against the performance indicators that are listed in appendix B of our Welsh Language Scheme. Reporting against these specific performance indicators is at the request of the Welsh Language Commissioner and outlined in the past guidance to the Force on annual monitoring reports.

#### **Guideline 3 – Planning & Delivering Services**

#### **Target**

Police forces will mainstream Welsh into all Force policies.

Pl 1	% of new and revised policies that have mainstreamed the Welsh language	
100 %		

#### **Progress**

We have reviewed 21 policies since 1<sup>st</sup> April 2015. Apart from those that have been deleted, all have been received an Equality Impact Assessment (EIA). The Gwent Police EIA requires policy owners to consider the Welsh language as part of the process as a matter of course, and to ensure that policies are consistent and complement the Welsh Language Scheme.

Thus, of the 21 policies reviewed in this period, all have considered mainstreaming of the Welsh language as part of the approval and scrutiny process. The Head of Corporate Communications (Force Welsh Language lead) is part of the consultation group that scrutinises each policy and procedure.

#### **Guideline 4 - Service Delivery**

#### **Target**

That we communicate the requirements of the Scheme clearly whilst ensuring that the language is an integral part of service provision by others and that compliance will be monitored, in particular with partnerships.

PI 2	% of all partnerships that were monitored and whose provision is in accordance with
	the Requirements of the Language Scheme
100 % (14)	

#### **Progress**

All new partnership projects are subject to equality impact assessments as part of the terms of reference for each of these projects. The delivery of any customer-facing services or public communication will be consistent with the terms of the Welsh Language Scheme.

The Office of Police & Crime Commissioner and Gwent Police are part of Safer Gwent:

Partnership Name	Partners	Purpose
Safer Gwent	Aneurin Bevan University Health Board	The aim of Safer Gwent is to
	Blaenau Gwent County Borough Council	influence and coordinate an
	Blaenau Gwent and Caerphilly Youth Offending	effective regional approach to
	Service	community safety. Its aim is to
	Caerphilly County Borough Council	provide a cohesive partnership
	Gwent Association of Voluntary Councils (GAVO)	agenda that can inform future
	Gwent Police	commissioning of services across
	Monmouthshire County Borough Council	partners that contribute to safe &
	Monmouthshire and Torfaen Youth Offending	inclusive communities in Gwent
	Service	and the reduction of demand
	Newport City Council	across services.
}	Newport Youth Offending Service	
	Office of the Police and Crime Commissioner	
	(OPCC)	
	South Wales Fire and Rescue	
	Regional Collaborative Committee (RCC)	
	Registered Social Landlords (RSLs)	
	Torfaen County Borough Council	
	Torfaen Voluntary Alliance (TVA)	

Community Rehabilitation Company (Wales) (CRC)
National Probation Service
Youth Offending Service

We play a full and active part in the All-Wales Police Welsh Language Group (chaired by Deputy Chief Constable Pritchard of North Wales Police) and we are a member of the Justice Wales Language Network.

Collaboration is now a significant feature of policing in Wales. Work is ongoing with regards to a collaborative venture for translation services that will serve the needs of the four police forces in Wales. There is a meeting of the Four Police Forces on Wednesday 2<sup>nd</sup> December 2015 when a timetable for taking this area of business forward will be discussed.

With regards demographics, we have made major advances in Welsh language service provision over the last few years. However, latest census statistics show that the number of Welsh speakers in Gwent is low and reducing in some areas, and we have gone on record previously (in past annual reports and through correspondence from the Chief Constable) to state that when setting new Welsh Language Standards, attention must be paid to both the demographics of areas such as Gwent and the economic climate as the Force priority must be to protect the delivery of front-line services.

#### Guideline 6 - Service Provision for the Public of Gwent (Gwent Police)

#### **Target**

Sufficient number of staff on duty at any time in the <u>Force Communication Suite</u> and Custody areas to guarantee language choice by 2014.

PI 3	% of Force Communication Suite staff who are bilingual (level 4 and above) in order to		
	guarantee language choice		
1% (1 men	1% (1-member of staff = level 4 and above)		
6% (7 men	6% (7 members of staff – all competency levels)		
The total n	Establishment The total number of staff in the Force Control Room is 189 members of staff, 120 of them (breakdown below) working as first point of public contact		
Call Handle	IE 8		
Call-Taker	Call-Taker-4		
Control Ro	Control Room Operator - 65		
Control Room Operator ANPR - 1			
Force Com	munication Suite Operator - 42		

#### **Progress**

The Force still has some challenges in this area of business in recruiting a sufficient number of Welsh speakers to offer a fully bilingual service. Recent recruitment exercises in the Force Control Room have failed to deliver any suitable candidates fluent through the medium of Welsh. In addition, to offer a fully bilingual service across all shift patterns we would need a significant number of speakers (c 15 staff at Level 4-5) to deliver the service 24/7.

Outlined earlier in the report is detail on the financial challenges faced by the Force. With such a major financial review underway, the Force is unable to effectively tackle the shortage in Welsh speakers in the

Force Communication Suite solely through recruitment. The Force has attempted to recruit using 'Welsh Essential' criteria as outlined in previous reports. However, the demographics of Gwent simply do not provide us with the pool of individuals who we can employ to support our services. Even if we could employ Welsh speaking staff, it is unlikely that we will be recruiting in great numbers over the next few years as we are looking to downsize the organisation.

Training will assist with skills development and the priority for training continues to be for 'customer-facing' roles such as Force Communication Suite.

Our current capability across the Office of Police & Crime Commissioner and Force is 138 staff who can speak Welsh at various levels, 26 at Levels 4 & 5 (Spoken). We have 12 learners however it will be a number of years before these staff are able to conduct our business fluently through the medium of Welsh if they indeed remain with the organisation.

At present, calls to the Force Communication Suite are answered with a bilingual greeting/message and a list of Welsh speakers is available on the intranet to enable Force Control Room staff to transfer calls. This process is dependent on the availability of Welsh speakers in other parts of the Force, so this process is complemented by a bilingual service available through 'Language Line'.

#### **Target**

Sufficient number of staff on duty at any time in the Force Communication Suite and <u>Custody</u> areas to guarantee language choice by 2014.

PI 4	% of custody staff who are bilingual (level 4 and above) in order to guarantee language
	choice
18 Custoc	embers of staff) y Sergeants
28 Custoc	y Detention Officers

#### **Progress**

We have three members of staff who speak Welsh speakers in the Custody Unit (all Level 1) and have robust procedures so that detainees can communicate through the medium of Welsh or indeed any language. In the last 12 months we have had zero requests for service through the medium of Welsh, however this does not lessen the importance of offering a solution for dealing with detained people in Welsh should the need arise. As the language skills of the officers and staff do not offer us a large pool of Welsh speakers, we have focused efforts on ensuring we can secure support from outside agencies should the need arise.

The following process has been covered in more detail in previous annual reports, but since but it should be reiterated that in February 2014 we launched some important developments in delivering a Custody Service through the medium of Welsh. All custody detentions are now recorded within NICHE. NICHE is a Force system that links together all the information we previously held in multiple IT systems. It also provides operational officers and supervisors with a single system for monitoring and managing tasks, including electronic files and log deferral. NICHE is fully compliant with the Welsh Language Act. On being brought into Custody, a detainee is asked for their spoken language. If 'Welsh' is selected within the application bilingual document outputs are generated which includes bilingual offence wording.

Gwent Police has for a number of years been a partner in the Welsh Interpreter and Translation Service (WITS). Should a person in Custody wish to communicate through the medium of Welsh, a referral is made to WITS who will provide a roster of translators that can offer a bilingual service over the telephone or face-

to-face, depending on the circumstances. In the last 12 months WITS has received zero requests for Welsh language support from the Custody Unit as detainees have not requested to be dealt with in Welsh.

Welsh language 'rights' are available via our own Custody pages and 'Language Line' would be used to complete the process of offering rights to the detainee. On release from Custody, we are able to provide a Welsh language version of a pre-release risk assessment leaflet.

#### Guideline 15 - Staffing & Recruitment (Office of Police & Crime Commissioner & Gwent Police)

#### **Target**

To increase the number of staff in the workplace who are able and willing to work through the medium of Welsh in order to meet the requirement to provide quality services.

PI 5	% of staff who have received training in Welsh to a recognised qualification level and / or to the appropriate level of the Police Welsh language competency framework		
	nguage Courses – 12 staff attending (current academic year)		
Intranet Le	arning/Knowledge Gathering = 1,813 sessions accessed since 1st November 2014 (see		
table belov	$\dot{ m W})$		
Café Chat	sessions These are informal drop in sessions to specifically target staff in customer.		
	s in HQ and numbers vary for each session.		
CD/Audio	earning – available to 100% of the workforce to achieve level one in the Police Welsh		
Language (	Competency Framework, Also offered to all new entrants to the workforce		

Intranet-Section	Hits
wordphrases.asp (useful words)	371
emailsignatures.asp (translate your own signature)	481
posttitles.asp (translate your own job title)	249
Index (main landing page)	290
departments.asp (details on individual departments)	216
addresses.asp (translate your own postal address)	89
furtherreading.asp (useful sources/policies on the Welsh language internally and externally)	73
stdavidsday.asp (St David's Day activities)	44

Pl 5	The % of staff who are able to speak Welsh (a breakdown of where Welsh speakers are
	working will be provided in the Annual Report.)
The second secon	ntage of Welsh speakers (138) in the workforce (2095) is 6.6%. This includes staff working
in the Offic	e of Police & Grime Commissioner. See Appendix 2 for breakdown of staff locations.

#### **Progress**

The breakdown of staff with Welsh language competencies are as follows:

Competency Level	Number of Officers/Staff
Written Level 5	11
Written Level 4	15
Written Level 3	13
Written Level 2	27
Written Level 1	70
Totals	136*

ecompetency:kevel =	Number of Officers/Staff *
Spoken Level 5	15
Spoken Level 4	15
Spoken Level 3	13
Spoken Level 2	25
Spoken Level 1	70
Totals	138

<sup>\*</sup>Two staff not specified as having a written competency level 1-5. This means that some staff members do not feel confident is communicating through a written format even though they may speak the language.

#### **Training**

As outlined above, the current Welsh Language Scheme in Gwent incorporates the above minimum standards that have been adopted by all Police forces and Police and Crime Commissioners in Wales.

One of the key areas of progress towards achieving the minimum standards has been our commitment to staff skill development to compensate for the lack of external recruitment.

The Force is offering formal structured training for staff. Thirteen staff members were supported up to the end of the last academic year (May 2015). Twelve members of staff are being supported in the current academic year.

At a time when training budgets are under significant pressure, a budget has been set aside for the academic year spanning from September 2015 to June 2016 to support language training. Due to the fact that some staff are unable to attend training courses during work hours, we now offer Welsh Language training through our Post Entry Training Scheme, where staff can apply for training in the venue and time of their choice. The breakdown of those staff now learning Welsh are shown below.

Business Area	
Business Support Officer East	
Detective Constable - Reactive West	
Police Constable - Schools Community Officer East	
Police Constable - Neighbourhood Ward Manager Abertillery	
Police Constable - Neighbourhood Patrol Bettws	
Police Sergeant - Area Support West	
Detective Constable - Reactive East	
Police Constable - Schools Community Officer West	

Crime & Intelligence Researcher

Detective Constable Investigative - Professional Standards Department

Police Constable - Neighbourhood Patrol Bettws

**HOLMES Indexer** 

The Commissioner's Office has a full-time bilingual Communications Manager seconded from Gwent Police.

We have continued to participate in the all-Wales 'Welsh in the Workplace' campaign to establish and develop materials. The campaign aims to increase the use of Welsh in the workplace and give confidence to those staff that already have language skills to use Welsh more widely in a business context. The campaign is called 'Rho Gynnig arna dy Gymraeg'.

Gwent Police is currently only recruiting for essential staff posts and limited police officer recruitment. The main opportunity for enhancing Welsh language services is through the training and development of existing staff that may already have some language skills. This is particularly important as presently in Gwent Police there is not a large pool of Welsh speakers.

Staff and officers are required to reach minimum levels of language skills. Gwent Police require its staff to reach level one in the Police Welsh Language Competency Framework and support this with dedicated funding for more formal training for priority staff outlined in the previous section.

This level one training is achieved through a collaborative partnership with South Wales Police, and we have produced a joint training CD that is delivered though formal officer training, induction packs for new staff and a dedicated intranet section for learners.

In addition to the all-Wales campaign, we continue to operate our own internal campaign to extend use of Welsh in the workplace.

Our internal campaign is called "Rho Gynning Arni" and has focused on 'Café Chat' sessions, encouraging Welsh speakers to meet at pre-arranged informal sessions. We have also supported this initiative with the provision of resources to support language development as we have reported in previous years (see below).





We have used posters widely in the Force to encourage further language use and encourage participation in the campaign.

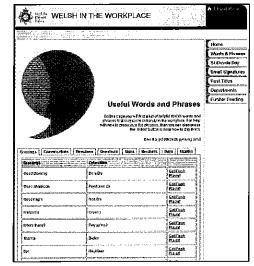
Welsh features prominently on the Force intranet site (see below).

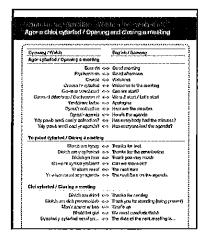


We also have intranet pages specifically to encourage use of Welsh in the workplace. The site contains an audio resource that allows staff to listen to and practice basic welsh words and phrases.

Additional resources can also be downloaded including:

- training information
- lists of Welsh speakers in the Force and Commissioner's Office
- translation facilities
- bilingual e-mail signatures/job titles
- brief history of the Welsh language
- copy of our Welsh Language Scheme





Here is an example of our briefing sheet for staff, and a supporting audio version is available on the 'Welsh in the Workplace' intranet page.

It has previously been agreed that Welsh speakers can identify their language ability on their clothing/uniform through the wearing of a 'Cymraeg' badge that can be worn on duty. These are supplied to staff by the Corporate Communications team.

PI 7	Comparison between % of Welsh speakers in the community and % recruited to work in
	the Police force according to police, police staff roles, volunteers and the extended
	police family

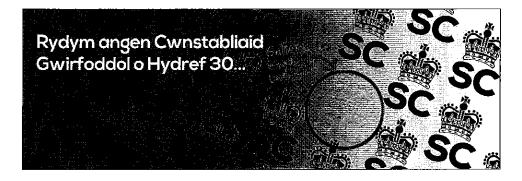
#### 2011 Census Data

	Residents aged 3 and over	No skills in Welsh	Can understand spoken Welsh only	Can speak Welsh *	Can speak but cannot read or write Welsh	Can speak and read but cannot write Welsh	Can speak, read and write Welsh
Caerphilly	171,972	144,240	5,093		2,918	1,527	14,524
Blaenau Gwent	67,348	59,600	1,486		1,013	374	3,723
Torfaen	87,844	75,993	1,986		1,586	577	6,250
Monmouthshire	88,609	76,196	2,193		1,559	635	6,373
Newport	139,849	121,541	3,141		2,433	1,027	9,157
	555,622	477,570	13,899		9,509	4,140	40,027
		86%	3%	1.14	2%	1%	7%

The table above illustrates the 2011 census breakdown of Welsh speakers in the Gwent area. The percentage of Welsh speakers (138) in the workforce (2095) for comparison is 6.6%\*. This includes staff working in the Office of Police & Crime Commissioner.

#### **Progress**

We are currently only recruiting for all but the most specialist staff posts. Therefore, there is limited opportunity to increase the number of Welsh speakers from outside the Force. Outlined in the previous section are the tactics being adopted to increase the number of Welsh speakers through the training and development of our exiting workforce. We recently launched a recruitment scheme for 23 new Police Officers however as all the officers were recruited through internal procedures, there was limited opportunity to increase the number of Welsh speakers. In addition, we proactively encourage the recruitment of Specials and Cadets into the Force and these individuals have an important engagement role. Encouraging Welsh speakers into these roles is an integral part of our recruitment and selection process and we have produced bespoke bilingual marketing materials to encourage applications from under-represented groups.



#### **Target**

To define role specific Welsh language competency levels for all posts, commensurate with their direct contact with the public (Level 1-5).

PI 8	% of all posts within the force that have direct contact with the public that conform to
	the agreed Welsh language competency level (Level 1 – 5)
n/a	

#### **Progress**

Language competency is reviewed as standard practice when a vacancy arises and a person specification is agreed. The line manager is required to complete a Recruitment Requirements Form which includes the need to review the post in light of our obligations under the Welsh Language Scheme and a Force decision should be given as to whether the ability to speak Welsh is an essential criteria of the role. The two options are YES – Welsh essential for role/Non-essential but level (x) must be achieved within (timescale) and NO – non essential for role. Positive action in relation to encouraging applications from welsh speakers is also offered as an option to be requested. If a customer-facing role is deemed to be non-Welsh essential, the Resource Manager, within the People Services Department must be contacted for further guidance. We await further guidance from the Commissioner's Officer on Language Competencies in specific roles as part of the Welsh Language Standards.

PI 9	% of complaints in relation to the operation of the Scheme
0 (number	not percentage)

#### **Progress**

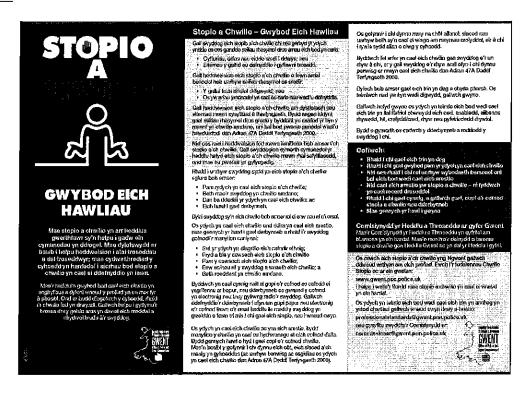
Complaints are received and recorded centrally within the Professional Standards Department, with any matters relating to the Welsh language then passed to the Head of Corporate Communications for action and response. No complaints have been received during the reporting period.

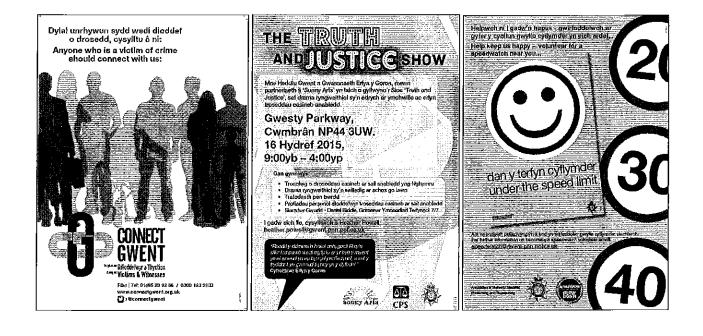
#### Conclusion

Over the last 12 months, despite a period of change and financial austerity there have been improvements in service delivery through the medium of Welsh, particularly through investment in digital communications.

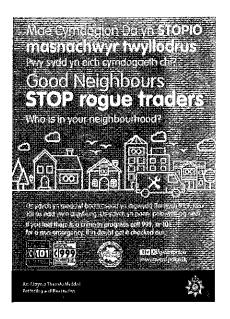
The commitment to language development and an effective bilingual service offering will continue and we will strive to treat the Welsh and English languages on the basis of equality in Gwent.

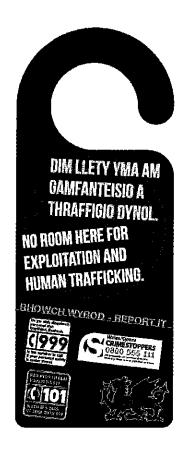
We await further information on the Welsh Language Standards applicable to the Office of Police and Crime Commissioner and Force in due course.

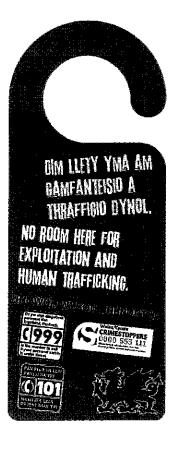


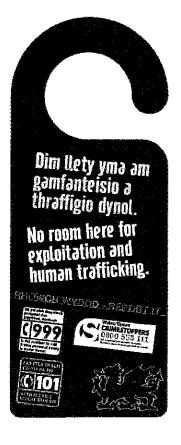












#### Appendix 2

Workstream	Department	Skill Description
PROTECTIVE SERVICES	FORCE COMMUNICATIONS SUITE	SPOKEN WELSH LEVEL 1
PROTECTIVE SERVICES	FORCE COMMUNICATIONS SUITE	SPOKEN WELSH LEVEL 1
PROTECTIVE SERVICES	FORCE COMMUNICATIONS SUITE	SPOKEN WELSH LEVEL 1
PROTECTIVE SERVICES	FORCE COMMUNICATIONS SUITE	SPOKEN WELSH LEVEL 1
PROTECTIVE SERVICES	FORCE COMMUNICATIONS SUITE	SPOKEN WELSH LEVEL 1
PROTECTIVE SERVICES	FORCE COMMUNICATIONS SUITE	SPOKEN WELSH LEVEL 1
PROTECTIVE SERVICES	DEDICATED SOURCE UNIT	SPOKEN WELSH LEVEL 1
PROTECTIVE SERVICES	CRIME SYNDICATE 1	SPOKEN WELSH LEVEL 1
PROTECTIVE SERVICES	CRIME SYNDICATE 1	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY NORTH - BARGOED	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY NORTH - BARGOED	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	CID WEST - REACTIVE	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	CID WEST - REACTIVE	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY SOUTH - BEDWAS	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY SOUTH - BEDWAS	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY SOUTH - BEDWAS	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD BLAENAU GWENT - TREDEGAR	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	CID WEST - IOM	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	AREA SUPPORT - WEST	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD BLAENAU GWENT - BRYNMAWR	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD BLAENAU GWENT - BRYNMAWR	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD TORFAEN - CWMBRAN	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD TORFAEN - CWMBRAN	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD TORFAEN - PONTYPOOL	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD TORFAEN - PONTYPOOL	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY CENTRAL - BLACKWOOD	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY CENTRAL - BLACKWOOD	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY CENTRAL - BLACKWOOD	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY CENTRAL - BLACKWOOD	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY CENTRAL - BLACKWOOD	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT CITY CENTRE - CENTRAL	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT CITY CENTRE - CENTRAL	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT CITY CENTRE - CENTRAL	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT CITY CENTRE - CENTRAL	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	AREA SUPPORT - EAST	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT EAST - ALWAY	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT EAST - ALWAY	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	CID EAST - REACTIVE	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT WEST - BETTWS	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD MONMOUTHSHIRE NORTH - ABERGAVENNY	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD MONMOUTHSHIRE NORTH - ABERGAVENNY	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD MONMOUTHSHIRE SOUTH - CHEPSTOW	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	CID EAST - IOM	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT WEST - PILL	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT WEST - PILL	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT WEST - PILL	SPOKEN WELSH LEVEL 1

LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT WEST - PILL	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	LOCAL POLICING AREA - WEST MANAGEMENT TEAM	SPOKEN WELSH LEVEL 1
ADMINISTRATION OF		
JUSTICE	JUSTICE ADMINISTRATION	SPOKEN WELSH LEVEL 1
ADMINISTRATION OF		
JUSTICE	YSTRAD MYNACH CUSTODY UNIT	SPOKEN WELSH LEVEL 1
ADMINISTRATION OF	VCTDAD AAVAIACU CUCTODY UNIT	SPOKEN WELSH LEVEL 1
JUSTICE	YSTRAD MYNACH CUSTODY UNIT	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	SPECIAL CONSTABULARY - WEST	
LOCAL AREA POLICING	SPECIAL CONSTABULARY - WEST	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	SPECIAL CONSTABULARY - WEST	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	SPECIAL CONSTABULARY - WEST	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	SPECIAL CONSTABULARY - WEST	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	SPECIAL CONSTABULARY - WEST	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	SPECIAL CONSTABULARY - WEST	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	SPECIAL CONSTABULARY - EAST	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	SPECIAL CONSTABULARY - EAST	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	SPECIAL CONSTABULARY - EAST	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	SPECIAL CONSTABULARY - EAST	SPOKEN WELSH LEVEL 1
LOCAL AREA POLICING	SPECIAL CONSTABULARY - EAST	SPOKEN WELSH LEVEL 1
PEOPLE SERVICES	LEARNING AND DEVELOPMENT	SPOKEN WELSH LEVEL 1
PARTNERSHIP AND		
COLLABORATIVE SCHEMES	JOINT FIREARMS TACTICAL UNIT	SPOKEN WELSH LEVEL 1
BUSINESS SUPPORT	PROCUREMENT	SPOKEN WELSH LEVEL 1
SERVICE DEVELOPMENT	STAYING AHEAD 8	SPOKEN WELSH LEVEL 1
SERVICE DEVELOPMENT	STAYING AHEAD 8	SPOKEN WELSH LEVEL 1
SERVICE DEVELOPMENT	STAYING AHEAD 8	SPOKEN WELSH LEVEL 1
OFFICE OF POLICE AND		
CRIME COMMISSIONER	OFFICE OF POLICE AND CRIME COMMISSIONER SECRETARIAT	SPOKEN WELSH LEVEL 1
PROTECTIVE SERVICES	FORCE COMMUNICATIONS SUITE	SPOKEN WELSH LEVEL 2
PROTECTIVE SERVICES	CENTRAL PPU	SPOKEN WELSH LEVEL 2
LOCAL AREA POLICING	AREA FUNCTIONAL ROLES - WEST	SPOKEN WELSH LEVEL 2
LOCAL AREA POLICING	CID WEST - PUBLIC PROTECTION	SPOKEN WELSH LEVEL 2
LOCAL AREA POLICING	NEIGHBOURHOOD BLAENAU GWENT - TREDEGAR	SPOKEN WELSH LEVEL 2
LOCAL AREA POLICING	CID WEST - INTELLIGENCE	SPOKEN WELSH LEVEL 2
LOCAL AREA POLICING	NEIGHBOURHOOD BLAENAU GWENT - ABERTILLERY	SPOKEN WELSH LEVEL 2
LOCAL AREA POLICING	NEIGHBOURHOOD BLAENAU GWENT - BRYNMAWR	SPOKEN WELSH LEVEL 2
LOCAL AREA POLICING	AREA SUPPORT - EAST	SPOKEN WELSH LEVEL 2
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT EAST - ALWAY	SPOKEN WELSH LEVEL 2
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT WEST - BETTWS	SPOKEN WELSH LEVEL 2
LOCAL AREA POLICING	SCHOOLS COMMUNITY OFFICERS - EAST	SPOKEN WELSH LEVEL 2
LOCAL AREA POLICING	SCHOOLS COMMUNITY OFFICERS - EAST	SPOKEN WELSH LEVEL 2
LOCAL AREA POLICING	NEIGHBOURHOOD MONMOUTHSHIRE NORTH - ABERGAVENNY	SPOKEN WELSH LEVEL 2
LOCAL AREA POLICING	LOCAL POLICING AREA - EAST MANAGEMENT TEAM	SPOKEN WELSH LEVEL 2
LOCAL AREA POLICING	SPECIAL CONSTABULARY - WEST	SPOKEN WELSH LEVEL 2
	SPECIAL CONSTABULARY - EAST	SPOKEN WELSH LEVEL 2
LOCAL AREA POLICING PARTNERSHIP AND	JECHAL CONSTABOLARY - LAST	OF ORCIA AATTOLLETATE &
COLLABORATIVE SCHEMES	CRIME SCENE INVESTIGATION	SPOKEN WELSH LEVEL 2
PROTECTIVE SERVICES	PROTECTIVE SERVICES MANAGEMENT TEAM	SPOKEN WELSH LEVEL 2
LOCAL AREA POLICING	COMMUNITY SAFETY	SPOKEN WELSH LEVEL 2
BUSINESS SUPPORT	INTEGRATED RESOURCE SERVICE CENTRE	SPOKEN WELSH LEVEL 2

SERVICE DEVELOPMENT	CORPORATE COMMUNICATIONS	SPOKEN WELSH LEVEL 2
SERVICE DEVELOPMENT	CORPORATE COMMUNICATIONS	SPOKEN WELSH LEVEL 2
SERVICE DEVELOPMENT	CORPORATE COMMUNICATIONS	SPOKEN WELSH LEVEL 2
OFFICE OF POLICE AND		
CRIME COMMISSIONER	OFFICE OF POLICE AND CRIME COMMISSIONER SECRETARIAT	SPOKEN WELSH LEVEL 2
PROTECTIVE SERVICES	FORCE COMMUNICATIONS SUITE	SPOKEN WELSH LEVEL 3
PROTECTIVE SERVICES	FINANCIAL INVESTIGATION UNIT AND CYBER CRIME	SPOKEN WELSH LEVEL 3
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY NORTH - BARGOED	SPOKEN WELSH LEVEL 3
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY NORTH - BARGOED	SPOKEN WELSH LEVEL 3
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY SOUTH - BEDWAS	SPOKEN WELSH LEVEL 3
LOCAL AREA POLICING	AREA SUPPORT - WEST	SPOKEN WELSH LEVEL 3
LOCAL AREA POLICING	NEIGHBOURHOOD BLAENAU GWENT - BRYNMAWR	SPOKEN WELSH LEVEL 3
LOCAL AREA POLICING	AREA FUNCTIONAL ROLES - EAST	SPOKEN WELSH LEVEL 3
LOCAL AREA POLICING	CID EAST - REACTIVE	SPOKEN WELSH LEVEL 3
LOCAL AREA POLICING	SPECIAL CONSTABULARY - EAST	SPOKEN WELSH LEVEL 3
SERVICE DEVELOPMENT	PERFORMANCE ANALYSIS AND MANAGEMENT	SPOKEN WELSH LEVEL 3
LOCAL AREA POLICING	COMMUNITY SAFETY	SPOKEN WELSH LEVEL 3
OFFICE OF POLICE AND	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
CRIME COMMISSIONER	OFFICE OF POLICE AND CRIME COMMISSIONER SECRETARIAT	SPOKEN WELSH LEVEL 3
PROTECTIVE SERVICES	FORCE COMMUNICATIONS SUITE	SPOKEN WELSH LEVEL 4
PROTECTIVE SERVICES	CRIME SYNDICATE 1	SPOKEN WELSH LEVEL 4
PROTECTIVE SERVICES	CRIME SYNDICATE 2	SPOKEN WELSH LEVEL 4
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY NORTH - BARGOED	SPOKEN WELSH LEVEL 4
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY SOUTH - BEDWAS	SPOKEN WELSH LEVEL 4
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY SOUTH - BEDWAS	SPOKEN WELSH LEVEL 4
LOCAL AREA POLICING	SCHOOLS COMMUNITY OFFICERS - WEST	SPOKEN WELSH LEVEL 4
LOCAL AREA POLICING	SCHOOLS COMMUNITY OFFICERS - WEST	SPOKEN WELSH LEVEL 4
LOCAL AREA POLICING	AREA SUPPORT - WEST	SPOKEN WELSH LEVEL 4
LOCAL AREA POLICING	CID EAST - REACTIVE	SPOKEN WELSH LEVEL 4
LOCAL AREA POLICING	LOCAL POLICING AREA - EAST MANAGEMENT TEAM	SPOKEN WELSH LEVEL 4
PEOPLE SERVICES	HUMAN RESOURCES DEPARTMENT	SPOKEN WELSH LEVEL 4
PEOPLE SERVICES	LEARNING AND DEVELOPMENT	SPOKEN WELSH LEVEL 4
PEOPLE SERVICES	LEARNING AND DEVELOPMENT	SPOKEN WELSH LEVEL 4
PARTNERSHIP AND		4.1 1.2.101194 99990194-1-191
COLLABORATIVE SCHEMES	WELSH GOVERNMENT LIAISON TEAM	SPOKEN WELSH LEVEL 4
LOCAL AREA POLICING	CID WEST - REACTIVE	SPOKEN WELSH LEVEL 5
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY SOUTH - BEDWAS	SPOKEN WELSH LEVEL 5
LOCAL AREA POLICING	NEIGHBOURHOOD TORFAEN - CWMBRAN	SPOKEN WELSH LEVEL 5
LOCAL AREA POLICING	NEIGHBOURHOOD TORFAEN - CWMBRAN	SPOKEN WELSH LEVEL 5
LOCAL AREA POLICING	NEIGHBOURHOOD TORFAEN - CWMBRAN	SPOKEN WELSH LEVEL 5
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY CENTRAL - BLACKWOOD	SPOKEN WELSH LEVEL 5
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY CENTRAL - BLACKWOOD	SPOKEN WELSH LEVEL 5
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT CITY CENTRE - CENTRAL	SPOKEN WELSH LEVEL 5
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT WEST - PILL	SPOKEN WELSH LEVEL 5
LOCAL AREA POLICING	SPECIAL CONSTABULARY - WEST	SPOKEN WELSH LEVEL 5
PARTNERSHIP AND		
COLLABORATIVE SCHEMES	JOINT FIREARMS UNIT - EASTERN HUB	SPOKEN WELSH LEVEL 5
LOCAL AREA POLICING	COMMUNITY SAFETY	SPOKEN WELSH LEVEL 5
SERVICE DEVELOPMENT	PROFESSIONAL STANDARDS	SPOKEN WELSH LEVEL 5
SERVICE DEVELOPMENT	CORPORATE COMMUNICATIONS	SPOKEN WELSH LEVEL 5

SERVICE DEVELOPMENT	CORPORATE COMMUNICATIONS	SPOKEN WELSH LEVEL 5
PROTECTIVE SERVICES	FORCE COMMUNICATIONS SUITE	WRITTEN WELSH LEVEL 1
PROTECTIVE SERVICES	FORCE COMMUNICATIONS SUITE	WRITTEN WELSH LEVEL 1
PROTECTIVE SERVICES	FORCE COMMUNICATIONS SUITE	WRITTEN WELSH LEVEL 1
PROTECTIVE SERVICES	FORCE COMMUNICATIONS SUITE	WRITTEN WELSH LEVEL 1
PROTECTIVE SERVICES	FORCE COMMUNICATIONS SUITE	WRITTEN WELSH LEVEL 1
PROTECTIVE SERVICES	FORCE COMMUNICATIONS SUITE	WRITTEN WELSH LEVEL 1
PROTECTIVE SERVICES	DEDICATED SOURCE UNIT	WRITTEN WELSH LEVEL 1
PROTECTIVE SERVICES	CRIME SYNDICATE 1	WRITTEN WELSH LEVEL 1
PROTECTIVE SERVICES	CRIME SYNDICATE 1	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY NORTH - BARGOED	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY NORTH - BARGOED	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	CID WEST - REACTIVE	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	CID WEST - REACTIVE	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY SOUTH - BEDWAS	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY SOUTH - BEDWAS	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD BLAENAU GWENT - TREDEGAR	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	CID WEST - IOM	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	AREA SUPPORT - WEST	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD BLAENAU GWENT - BRYNMAWR	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD BLAENAU GWENT - BRYNMAWR	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD TORFAEN - CWMBRAN	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD TORFAEN - CWMBRAN	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD TORFAEN - PONTYPOOL	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD TORFAEN - PONTYPOOL	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY CENTRAL - BLACKWOOD	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY CENTRAL - BLACKWOOD	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY CENTRAL - BLACKWOOD	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY CENTRAL - BLACKWOOD	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY CENTRAL - BLACKWOOD	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT CITY CENTRE - CENTRAL	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT CITY CENTRE - CENTRAL	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT CITY CENTRE - CENTRAL	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT CITY CENTRE - CENTRAL	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	AREA SUPPORT - EAST	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT EAST - ALWAY	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT EAST - ALWAY	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	CID EAST - REACTIVE	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT WEST - BETTWS	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD MONMOUTHSHIRE NORTH - ABERGAVENNY	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD MONMOUTHSHIRE NORTH - ABERGAVENNY	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD MONMOUTHSHIRE SOUTH - CHEPSTOW	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	CID EAST - IOM	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT WEST - PILL	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT WEST - PILL	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT WEST - PILL	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT WEST - PILL	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	LOCAL POLICING AREA - WEST MANAGEMENT TEAM	WRITTEN WELSH LEVEL 1

ADMINISTRATION OF		
JUSTICE	JUSTICE ADMINISTRATION	WRITTEN WELSH LEVEL 1
ADMINISTRATION OF		
JUSTICE	YSTRAD MYNACH CUSTODY UNIT	WRITTEN WELSH LEVEL 1
ADMINISTRATION OF JUSTICE	YSTRAD MYNACH CUSTODY UNIT	MOTTEN MEIGH LEVEL 1
ADMINISTRATION OF	TSTRAD WITNACH COSTODY ONLY	WRITTEN WELSH LEVEL 1
JUSTICE	YSTRAD MYNACH CUSTODY UNIT	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	SPECIAL CONSTABULARY - WEST	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	SPECIAL CONSTABULARY - WEST	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	SPECIAL CONSTABULARY - WEST	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	SPECIAL CONSTABULARY - WEST	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	SPECIAL CONSTABULARY - WEST	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	SPECIAL CONSTABULARY - WEST	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	SPECIAL CONSTABULARY - EAST	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	SPECIAL CONSTABULARY - EAST	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	SPECIAL CONSTABULARY - EAST	WRITTEN WELSH LEVEL 1
LOCAL AREA POLICING	SPECIAL CONSTABULARY - EAST	WRITTEN WELSH LEVEL 1
PEOPLE SERVICES	LEARNING AND DEVELOPMENT	WRITTEN WELSH LEVEL 1
PARTNERSHIP AND		
COLLABORATIVE SCHEMES	JOINT FIREARMS TACTICAL UNIT	WRITTEN WELSH LEVEL 1
BUSINESS SUPPORT	INTEGRATED RESOURCE SERVICE CENTRE	WRITTEN WELSH LEVEL 1
BUSINESS SUPPORT	PROCUREMENT	WRITTEN WELSH LEVEL 1
SERVICE DEVELOPMENT	STAYING AHEAD 8	WRITTEN WELSH LEVEL 1
SERVICE DEVELOPMENT	STAYING AHEAD 8	WRITTEN WELSH LEVEL 1
SERVICE DEVELOPMENT	STAYING AHEAD 8	WRITTEN WELSH LEVEL 1
SERVICE DEVELOPMENT	CORPORATE COMMUNICATIONS	WRITTEN WELSH LEVEL 1
OFFICE OF POLICE AND CRIME COMMISSIONER	OFFICE OF POLICE AND CRIME COMMISSIONER SECRETARIAT	WRITTEN WELSH LEVEL 1
PROTECTIVE SERVICES	FORCE COMMUNICATIONS SUITE	WRITTEN WELSH LEVEL 2
PROTECTIVE SERVICES	FORCE COMMUNICATIONS SUITE	WRITTEN WELSH LEVEL 2
PROTECTIVE SERVICES	CENTRAL PPU	WRITTEN WELSH LEVEL 2
PROTECTIVE SERVICES	CRIME SYNDICATE 2	WRITTEN WELSH LEVEL 2
LOCAL AREA POLICING	AREA FUNCTIONAL ROLES - WEST	WRITTEN WELSH LEVEL 2
LOCAL AREA POLICING	CID WEST - PUBLIC PROTECTION	WRITTEN WELSH LEVEL 2
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY SOUTH - BEDWAS	WRITTEN WELSH LEVEL 2
LOCAL AREA POLICING	NEIGHBOURHOOD BLAENAU GWENT - TREDEGAR	WRITTEN WELSH LEVEL 2
LOCAL AREA POLICING	CID WEST - INTELLIGENCE	WRITTEN WELSH LEVEL 2
LOCAL AREA POLICING	NEIGHBOURHOOD BLAENAU GWENT - ABERTILLERY	WRITTEN WELSH LEVEL 2
LOCAL AREA POLICING		
LOCAL AREA POLICING	NEIGHBOURHOOD BLAENAU GWENT - BRYNMAWR NEIGHBOURHOOD BLAENAU GWENT - BRYNMAWR	WRITTEN WELSH LEVEL 2 WRITTEN WELSH LEVEL 2
LOCAL AREA POLICING	AREA SUPPORT - EAST	WRITTEN WELSH LEVEL 2
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT EAST - ALWAY	WRITTEN WELSH LEVEL 2
LOCAL AREA POLICING	CID EAST - REACTIVE	WRITTEN WELSH LEVEL 2
LOCAL AREA POLICING	CID EAST - REACTIVE	WRITTEN WELSH LEVEL 2
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT WEST - BETTWS	WRITTEN WELSH LEVEL 2
LOCAL AREA POLICING	SCHOOLS COMMUNITY OFFICERS - EAST	
LOCAL AREA POLICING		WRITTEN WELSH LEVEL 2
	SCHOOLS COMMUNITY OFFICERS - EAST	WRITTEN WELSH LEVEL 2
LOCAL AREA POLICING	NEIGHBOURHOOD MONMOUTHSHIRE NORTH - ABERGAVENNY	WRITTEN WELSH LEVEL 2
LOCAL AREA POLICING	LOCAL POLICING AREA - EAST MANAGEMENT TEAM	WRITTEN WELSH LEVEL 2
LOCAL AREA POLICING	SPECIAL CONSTABULARY - WEST	WRITTEN WELSH LEVEL 2

LOCAL AREA POLICING	SPECIAL CONSTABULARY - WEST	WRITTEN WELSH LEVEL 2
LOCAL AREA POLICING	SPECIAL CONSTABULARY - WEST	WRITTEN WELSH LEVEL 2
PARTNERSHIP AND		
COLLABORATIVE SCHEMES	CRIME SCENE INVESTIGATION	WRITTEN WELSH LEVEL 2
PROTECTIVE SERVICES	PROTECTIVE SERVICES MANAGEMENT TEAM	WRITTEN WELSH LEVEL 2
SERVICE DEVELOPMENT	CORPORATE COMMUNICATIONS	WRITTEN WELSH LEVEL 2
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY NORTH - BARGOED	WRITTEN WELSH LEVEL 3
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY NORTH - BARGOED	WRITTEN WELSH LEVEL 3
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY SOUTH - BEDWAS	WRITTEN WELSH LEVEL 3
LOCAL AREA POLICING	SCHOOLS COMMUNITY OFFICERS - WEST	WRITTEN WELSH LEVEL 3
LOCAL AREA POLICING	AREA SUPPORT - WEST	WRITTEN WELSH LEVEL 3
LOCAL AREA POLICING	AREA FUNCTIONAL ROLES - EAST	WRITTEN WELSH LEVEL 3
LOCAL AREA POLICING	SPECIAL CONSTABULARY - EAST	WRITTEN WELSH LEVEL 3
LOCAL AREA POLICING	SPECIAL CONSTABULARY - EAST	WRITTEN WELSH LEVEL 3
PEOPLE SERVICES	HUMAN RESOURCES DEPARTMENT	WRITTEN WELSH LEVEL 3
PEOPLE SERVICES	LEARNING AND DEVELOPMENT	WRITTEN WELSH LEVEL 3
SERVICE DEVELOPMENT	PERFORMANCE ANALYSIS AND MANAGEMENT	WRITTEN WELSH LEVEL 3
LOCAL AREA POLICING	COMMUNITY SAFETY	WRITTEN WELSH LEVEL 3
SERVICE DEVELOPMENT	CORPORATE COMMUNICATIONS	WRITTEN WELSH LEVEL 3
PROTECTIVE SERVICES	FORCE COMMUNICATIONS SUITE	WRITTEN WELSH LEVEL 4
PROTECTIVE SERVICES	CRIME SYNDICATE 1	WRITTEN WELSH LEVEL 4
PROTECTIVE SERVICES	FINANCIAL INVESTIGATION UNIT AND CYBER CRIME	WRITTEN WELSH LEVEL 4
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY NORTH - BARGOED	WRITTEN WELSH LEVEL 4
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY SOUTH - BEDWAS	WRITTEN WELSH LEVEL 4
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY SOUTH - BEDWAS	WRITTEN WELSH LEVEL 4
LOCAL AREA POLICING	SCHOOLS COMMUNITY OFFICERS - WEST	WRITTEN WELSH LEVEL 4
LOCAL AREA POLICING	AREA SUPPORT - WEST	WRITTEN WELSH LEVEL 4
LOCAL AREA POLICING	LOCAL POLICING AREA - EAST MANAGEMENT TEAM	WRITTEN WELSH LEVEL 4
	LEARNING AND DEVELOPMENT	WRITTEN WELSH LEVEL 4
PEOPLE SERVICES PARTNERSHIP AND	LEARINING AND DEVELOPMENT	WANTEN WELST ELVEL 4
COLLABORATIVE SCHEMES	JOINT FIREARMS UNIT - EASTERN HUB	WRITTEN WELSH LEVEL 4
LOCAL AREA POLICING	COMMUNITY SAFETY	WRITTEN WELSH LEVEL 4
SERVICE DEVELOPMENT	PROFESSIONAL STANDARDS	WRITTEN WELSH LEVEL 4
SERVICE DEVELOPMENT	CORPORATE COMMUNICATIONS	WRITTEN WELSH LEVEL 4
PARTNERSHIP AND		
COLLABORATIVE SCHEMES	WELSH GOVERNMENT LIAISON TEAM	WRITTEN WELSH LEVEL 4
LOCAL AREA POLICING	CID WEST - REACTIVE	WRITTEN WELSH LEVEL 5
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY SOUTH - BEDWAS	WRITTEN WELSH LEVEL 5
LOCAL AREA POLICING	NEIGHBOURHOOD TORFAEN - CWMBRAN	WRITTEN WELSH LEVEL 5
LOCAL AREA POLICING	NEIGHBOURHOOD TORFAEN - CWMBRAN	WRITTEN WELSH LEVEL 5
LOCAL AREA POLICING	NEIGHBOURHOOD TORFAEN - CWMBRAN	WRITTEN WELSH LEVEL 5
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY CENTRAL - BLACKWOOD	WRITTEN WELSH LEVEL 5
LOCAL AREA POLICING	NEIGHBOURHOOD CAERPHILLY CENTRAL - BLACKWOOD	WRITTEN WELSH LEVEL 5
LOCAL AREA POLICING	NEIGHBOURHOOD NEWPORT WEST - PILL	WRITTEN WELSH LEVEL 5
LOCAL AREA POLICING	SPECIAL CONSTABULARY - WEST	WRITTEN WELSH LEVEL 5
LOCAL AREA POLICING	COMMUNITY SAFETY	WRITTEN WELSH LEVEL 5
SERVICE DEVELOPMENT	CORPORATE COMMUNICATIONS	WRITTEN WELSH LEVEL 5