

OFFICE OF POLICE & CRIME COMMISSIONER FOR GWENT AND GWENT POLICE

JOINT WELSH LANGUAGE SCHEME

ANNUAL MONITORING REPORT 2013-14



OFFICE OF POLICE AND CRIME COMMISSIONER FOR GWENT AND GWENT POLICE WELSH LANGUAGE SCHEME - ANNUAL MONITORING REPORT 2013-14

1. INTRODUCTION

This annual monitoring report sets out the progress of Gwent Police with regard to its Welsh Language Scheme (2011-14) 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 2013 and reporting timelines are in line with the other three police forces in Wales. This monitoring report covers the period from 1 November 2013 to 30 September 2014.

The content of this report is based on the specific information requested by the Welsh Language Commissioner's staff in their letter to the Chief Constable and Chief Executive on 2nd September 2014.

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 c557,000.

Gwent Police employs 2,117 staff. The Office of Police & Crime Commissioner employs 15 staff (30/8/14).

	Number - Full Time Equivalent
Police Officers	1291
Police Staff (incl. CSOs)	826
Office of Police & Crime Commissioner	15

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 the Government's Comprehensive Spending Review in 2010 and subsequent rebalancing over recent years, the Force now needs to generate cumulative total savings of £50.2m by 2018/19.

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 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 of Police & 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

Progress

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.

For the fifth year running, we have entered into a collaborative partnership with Coleg Gwent, Torfaen County Borough Council and Monmouthshire County Council to deliver formal structured training. The accreditation pathway is the WJEC Accreditation Pathway for Mynediad, Sylfaen or Canolradd, respectively. Its full title is WJEC Mynediad/Sylfaen/Canolradd Certificate in Welsh as a Second Language: The Use of Welsh, Welsh as a Second Language for Adults.

At a time when training budgets are under significant pressure, a 'ring-fenced' budget of £2,000 has been set aside for the academic year spanning from September 2014 to June 2015 to support language training. At the time of writing this report, all the spaces available have been filled. The breakdown of those staff now learning Welsh are shown below.

Level	No of students
Year 7/ Pontio	1
Year 6/ Canolradd 2	1
Year 5/ Canolradd 1	1
Year 4/ Sylfaen 2	4
Year 3/ Sylfaen 1	7
Year 1/ Mynediad 1	10
Total	24

The Commissioner's Office now 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 that originally received grant funding from the now abolished Welsh Language Board 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'.

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.

Gwent Police is currently only recruiting for essential posts. 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 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 through formal officer training, induction packs for new staff and a dedicated intranet section for learners.

In addition to the all-Wales campaign, we have been running 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, facilitated by a tutor from Coleg Gwent. We have also supported this initiative with the provision of resources to support language development as we have reported in previous years.

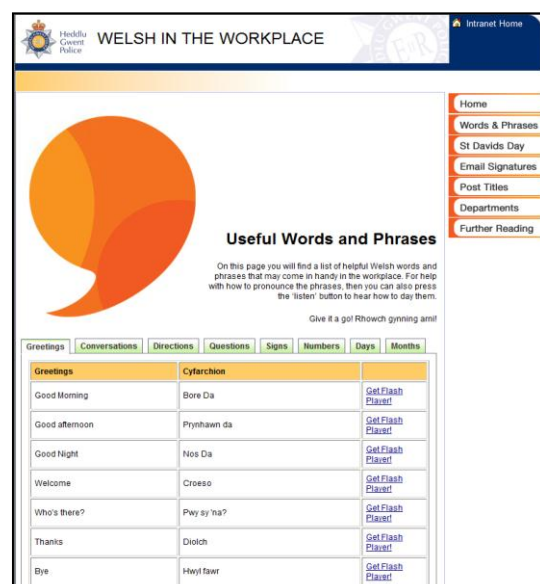


We have used posters widely in the Force to encourage further language use and encourage participation in the campaign.

We also have an intranet site 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

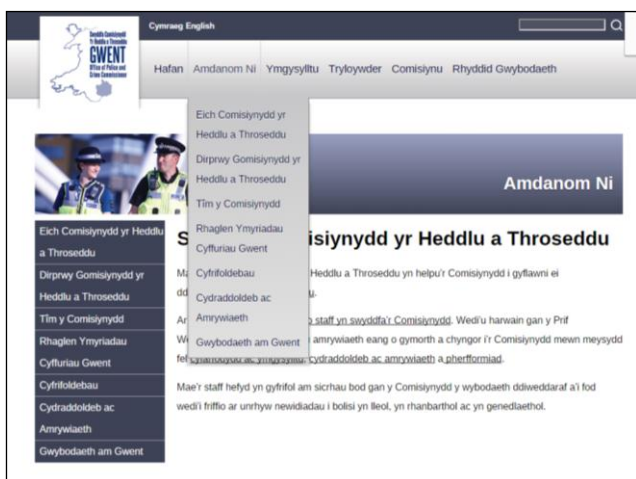


- brief history of the Welsh language
- copy of our Welsh Language Scheme

Cymraeg yn y gweithle : Welsh in the workplace Agor a chloï cyfarfod / Opening and closing a meeting	
Cymraeg / Welsh	English / Saesneg
Agor cyfarfod / Opening a meeting	
Bore da <->	Good morning
Prynhawn da <->	Good afternoon
Cwae <->	Welcome
Croeso i'r cyfarfod <->	Welcome to the meeting
Gwenn ni ddechrau? <->	Can we start?
Gwenn ni ddechrau / Dechreuwn ni <->	We will start / Let's start
Ymddiheuriadau <->	Apologies
Dymuniad <->	Here are the minutes
Dymuniad agenda <->	Here's the agenda
Ydy pawb wedi cael y cofnodion? <->	Has everybody had the minutes?
Ydy pawb wedi cael yr agenda? <->	Has everyone had the agenda?
Yn ystod cyfarfod / During a meeting	
Diolch i chi <->	Thanks for that
Diolch i chi i'r cyfarfod <->	Thanks for the contribution
Diolch yn fawr <->	Thank you very much
Gwenn ni symud ymlaen? <->	Can we move on?
Yr eitem nesaf <->	The next item
Yr eitem nesaf ar yr agenda <->	The next item on the agenda
Cloï cyfarfod / Closing a meeting	
Diolch i chi ddim <->	Thanks for coming
Diolch i chi i'r cyfarfod <->	Thank you for attending being present
Mae'n amser i ni <->	Time's up
Rhaid i ni gorï <->	We must conclude/finish
Dyddiad y cyfarfod nesaf yw... <->	The date of the next meeting is...

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.

Some of the most notable developments in public-facing communications have been through the launch of new innovative web-based communications tools. The Commissioner and Force and has a bilingual website.



Office of Police & Crime Commissioner for Gwent
www.gwent.pcc.police.uk



Gwent Police
www.gwent.police.uk

A range of other new bilingual websites have been produced for the Force and partners:



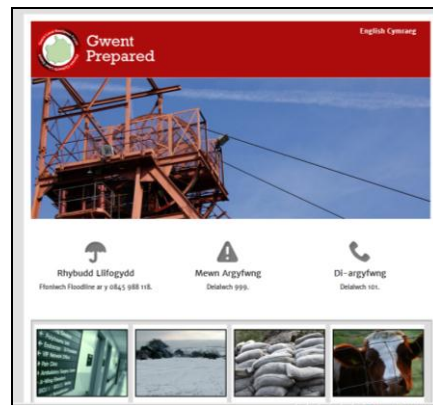
Police & Crime Plan 2013-2017



Newport Safeguarding Board



Gwent MAPPA



Gwent Prepared

Gwrando ar a gweithio i CHI...

Fel Comisiynydd yr Heddlu a Throseddau dros Gwent mi fyddaf yn cynnal nifer o feddygyfeydd lleol yn cynnig cyfle i chi rannu eich barn ynglŷn â materion heddlu lleol.

Mi fydd y feddygyfeydd yn eich ardal chi yn cael ei gynnal yn:

**Winchestown OAP Hall,
Wael Ebbw Road,
Winchestown,
Nantyglo. NP23 4BJ**

**Dydd Mawrth | Tuesday
7 Hydref | October 7th
2014
10:00am – 12:00pm**

Mi fydd y meddygyfeydd yn cynnig awr ar gyfer trafodethau grŵp ac awr yn ychwanegol ar gyfer seailynau wyneb yn wyneb. Cysylltwch â'r swyddfa os gweithoch yn dda i drefnu seailynau wyneb yn wyneb.

Ian Johnston GPM
Comisiynydd yr Heddlu a Throseddau Gwent
Police and Crime Commissioner for Gwent

Listening to and working for YOU...

As the Police and Crime Commissioner for Gwent I will be hosting a number of local surgeries offering you the opportunity to share your views about local policing matters.

Surgeries will be an hour for group discussions and a further hour for one to one sessions. Please contact the office to book a one to one session.

Cysylltwch â'r Comisiynydd | Contact the Commissioner

Boost | email: commissioner@gwent.pcc.police.uk
Tel: | Ffôn: 01633 642 200
We | we: www.gwent.pcc.police.uk

Twitter: @GwentPCC
Facebook: www.facebook.com/gwentpcc
Gallwch hefyd trafodwch App GwentPCC
You can even download the GwentPCC App

The Office of Police & Crime Commissioner uses a range of bilingual channels to advertise their work.

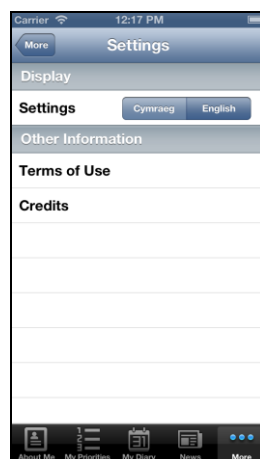
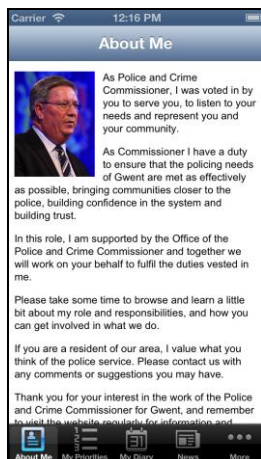
We continue to deliver high-quality bilingual printed, electronic and digital communications for the public as detailed in appendix A of our Welsh Language Scheme. Detailed in the table below is our progress against the minimum standards.

GWENT POLICE		
Promotional Item	Policy	Current Situation
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
Broadcast Productions	English / Welsh Subtitles where appropriate	English / Welsh Subtitles where 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
OFFICE OF POLICE & CRIME COMMISSIONER		
Promotional Item	New Policy	Current Situation
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
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

In summary, over the last 12 months we have considerably enhanced our Welsh language capabilities at a time of significant financial constraint. In the last annual report we provided information about our new bilingual tools such as smartphone apps, standpoints and digital resources. These resources are now live and the Apps can be downloaded from the Apple Store (see below).

Police & Crime Commissioner 'APP'



Gwent Police 'APP'



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

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.

PERFORMANCE INDICATORS

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

Guideline 3 – Planning & Delivering Services

Target

Police forces will mainstream Welsh into all Force policies.

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

Progress

We have reviewed 38 policies since 1st April 2014. 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 38 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 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
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100 %

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.

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

Target

Sufficient number of staff on duty at any time in the **Force Communication Suite** 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 member of staff – level 4 and above) 10% (10 members of staff – all competency levels) <u>Establishment</u> 64 x Force Control Operators 28 x Call Handlers 6 x Call Takers	

Progress

There has been some positive development in the Force Control Room with an increase in the number of Welsh speakers since the last report. However 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. Gwent Police has been through a significant change process over the last few years, resulting in a complete restructure of the organisation. In addition, the Force is facing cumulative savings targets of £50.2m by 2018. This significant budget reduction will require the Force to undertake a further review of the way it delivers its services, in particular, downsizing and seeking collaborative partnerships to deliver effective services to the public. At present, Gwent Police is not proactively recruiting staff (other than essential posts) and is downsizing the workforce (predominantly through active resource management and natural wastage) to make the required savings.

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. There are currently 98 call handlers employed in this area. Previously we have reported that a number of advertisements for posts in the Force Control Room were specified as 'Welsh Essential'. 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 Welsh language capability across the Office of Police & Crime Commissioner and Force is 171 staff (8%) who can speak Welsh (see breakdown page 11 and Appendix A). We have 24 learners (see page 3) 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 **Custody** 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
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3% (2 members of staff)

Progress

We have outlined in this and in past reports our efforts to develop improved language capability through training, however, in Custody, some specific work has been undertaken to offer a bilingual service in this important area of our business.

Since February 2014 all custody detentions have been recorded within NICHE. NICHE is a Force system that links together all the information we previously held in multiple IT systems (including the NSPIS Custody Management system that has been mentioned in previous annual reports). It will also provide 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.

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
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Formal Language Courses – 24 staff attending (current academic year) Intranet Learning – 361 online learning sessions accessed since 1 st April 2014 Café Chat sessions – These are informal 'drop in' sessions to specifically target staff in customer-facing roles in HQ and numbers vary for each session CD/Audio Learning – 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
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PI 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.)
8%	

Progress

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

Competency Level	Number of Officers/Staff
Written Level 5	16
Written Level 4	17
Written Level 3	16
Written Level 2	28
Written Level 1	84
Totals	161*

Competency Level	Number of Officers/Staff
Spoken Level 5	19
Spoken Level 4	17
Spoken Level 3	15
Spoken Level 2	31
Spoken Level 1	89
Totals	171

*10 staff not specified as having a written competency level 1-5

The Commissioner's Office also has a bilingual Communications Manager seconded from Gwent Police.

Despite there being greater scrutiny on training due to financial efficiencies, requests for Welsh language courses are treated as a priority. An amount of money has been set aside specifically to deliver language training with priority being given to those staff in customer-facing areas. This policy has been implemented in an attempt to increase the number of competent Welsh speakers from within the organisation. Training requirements are identified by line managers and submitted to the People Services Department/Head of Corporate Communications for consideration and processing against priorities.

We have entered in to a collaborative partnership with Coleg Gwent, Torfaen County Borough Council and Monmouthshire County Council for a third year to deliver language courses (see page three).

We continue to offer informal training opportunities through a dedicated intranet page (displaying both audio and video), encouraging staff to practice Welsh words and sentences.

See further detail on page four.

WELSH IN THE WORKPLACE

Useful Words and Phrases

On this page you will find a list of helpful Welsh words and phrases that may come in handy in the workplace. For help with how to pronounce the phrases, then you can also press the 'listen' button to hear how to say them.

Give it a go! Rhwch gynnwng am!

Greetings	Cyfeirion	
Good Morning	Bore Da	Get Flash Player!
Good afternoon	Prynhawn da	Get Flash Player!
Good Night	Nos Da	Get Flash Player!
Welcome	Croeso	Get Flash Player!
Who's there?	Pay sy'n hys?	Get Flash Player!
Thanks	Diolch	Get Flash Player!
Bye	Hwy! fawr	Get Flash Player!

A bilingual training CD produced in collaboration with South Wales Police is available to ensure staff attain level one on the Police Welsh Language Competency Framework. This now forms part of our staff inductions and officer/CSO initial training. See further detail on page four.

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
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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	19,251	2,918	1,527	14,524
Blaenau Gwent	67,348	59,600	1,486	5,284	1,013	374	3,723
Torfaen	87,844	75,993	1,986	8,641	1,586	577	6,250
Monmouthshire	88,609	76,196	2,193	8,780	1,559	635	6,373
Newport	139,849	121,541	3,141	13,002	2,433	1,027	9,157
	555,622	477,570	13,899	54,958	9,509	4,140	40,027
		86%	3%	10%*	2%	1%	7%

The table above illustrates the 2011 census breakdown of Welsh speakers in the Gwent area. The percentage of Welsh speakers in the workforce for comparison is 8%*.

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 would hope to recruit additional police officers in the short to medium term and this may provide an 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.

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)
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n/a

Progress

Gwent & South Wales Police have appointed a Joint Strategic Director of HR who has the remit to work towards harmonising staff terms and conditions between both forces. Part of the role of the new Director is to identify roles that require specific language competencies, and ensure that policies within both forces support the recruitment and training of staff with suitable skills to fill each post.

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.

PI 9	% of complaints in relation to the operation of the Scheme
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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 its investments 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.

Appendix A

Police

Screen Name	Staff Section/Dept	Competency Description
POLICE OFFICER	ACPO & CHIEF OFFICERS MGT TEAM	SPOKEN WELSH LEVEL 1
	ACPO & CHIEF OFFICERS MGT TEAM	WRITTEN WELSH LEVEL 1
POLICE OFFICER	ACPO & CHIEF OFFICERS MGT TEAM	SPOKEN WELSH LEVEL 5
	ACPO & CHIEF OFFICERS MGT TEAM	WRITTEN WELSH LEVEL 5
POLICE OFFICER	ADMIN OF JUSTICE MANAGEMENT TEAM	SPOKEN WELSH LEVEL 4
	ADMIN OF JUSTICE MANAGEMENT TEAM	WRITTEN WELSH LEVEL 4
POLICE OFFICER	CALL CENTRE	SPOKEN WELSH LEVEL 2
	CALL CENTRE	WRITTEN WELSH LEVEL 2
POLICE OFFICER	CALL CENTRE	SPOKEN WELSH LEVEL 1
	CALL CENTRE	WRITTEN WELSH LEVEL 1
POLICE OFFICER	CALL CENTRE	SPOKEN WELSH LEVEL 5
POLICE OFFICER	CRIME MANAGEMENT UNIT	SPOKEN WELSH LEVEL 1
	CRIME MANAGEMENT UNIT	WRITTEN WELSH LEVEL 1
POLICE OFFICER	DOMESTIC ABUSE INVESTIGATION	SPOKEN WELSH LEVEL 5
	DOMESTIC ABUSE INVESTIGATION	WRITTEN WELSH LEVEL 5
POLICE OFFICER	DOMESTIC ABUSE INVESTIGATION	SPOKEN WELSH LEVEL 1
	DOMESTIC ABUSE INVESTIGATION	WRITTEN WELSH LEVEL 1
POLICE OFFICER	FORCE PLANNING	SPOKEN WELSH LEVEL 1
	FORCE PLANNING	WRITTEN WELSH LEVEL 1
POLICE OFFICER	FORCE PLANNING	SPOKEN WELSH LEVEL 3
	FORCE PLANNING	WRITTEN WELSH LEVEL 3
POLICE OFFICER	INTELL DIRECT - DSU/COVERT OPS	SPOKEN WELSH LEVEL 1
	INTELL DIRECT - DSU/COVERT OPS	WRITTEN WELSH LEVEL 1
POLICE OFFICER	INTELL DIRECT - SPEC SUPPORT	SPOKEN WELSH LEVEL 2
	INTELL DIRECT - SPEC SUPPORT	WRITTEN WELSH LEVEL 2
POLICE OFFICER	JOINT FIREARMS UNIT EASTERN HUB	SPOKEN WELSH LEVEL 5
	JOINT FIREARMS UNIT EASTERN HUB	WRITTEN WELSH LEVEL 4
POLICE OFFICER	JOINT FIREARMS UNIT TAC UNIT	SPOKEN WELSH LEVEL 1
	JOINT FIREARMS UNIT TAC UNIT	WRITTEN WELSH LEVEL 1
POLICE OFFICER	LEARNING AND DEVELOPMENT	SPOKEN WELSH LEVEL 1
	LEARNING AND DEVELOPMENT	WRITTEN WELSH LEVEL 1
POLICE OFFICER	LPU ABERTILLERY	SPOKEN WELSH LEVEL 2
	LPU ABERTILLERY	WRITTEN WELSH LEVEL 2
POLICE OFFICER	LPU ABERTILLERY	SPOKEN WELSH LEVEL 2
	LPU ABERTILLERY	WRITTEN WELSH LEVEL 2
POLICE OFFICER	LPU BEDWAS	SPOKEN WELSH LEVEL 4
	LPU BEDWAS	WRITTEN WELSH LEVEL 4
POLICE OFFICER	LPU CENTRAL	SPOKEN WELSH LEVEL 2
	LPU CENTRAL	WRITTEN WELSH LEVEL 2

POLICE OFFICER	LPU EBBW VALE	SPOKEN WELSH LEVEL 2
	LPU EBBW VALE	WRITTEN WELSH LEVEL 2
POLICE OFFICER	LPU PONTYPOOL	SPOKEN WELSH LEVEL 1
	LPU PONTYPOOL	WRITTEN WELSH LEVEL 1
POLICE OFFICER	LPU RISCA	SPOKEN WELSH LEVEL 1
	LPU RISCA	WRITTEN WELSH LEVEL 1
POLICE OFFICER	LPU YSTRAD MYNACH	SPOKEN WELSH LEVEL 3
	LPU YSTRAD MYNACH	WRITTEN WELSH LEVEL 3
POLICE OFFICER	MAJOR INCIDENTS TEAM	SPOKEN WELSH LEVEL 1
	MAJOR INCIDENTS TEAM	WRITTEN WELSH LEVEL 1
POLICE OFFICER	MAPPA	SPOKEN WELSH LEVEL 2
	MAPPA	WRITTEN WELSH LEVEL 2
POLICE OFFICER	NATO PLANNING TEAM OP ISMAY	SPOKEN WELSH LEVEL 4
	NATO PLANNING TEAM OP ISMAY	WRITTEN WELSH LEVEL 4
POLICE OFFICER	NEWPORT CUSTODY	SPOKEN WELSH LEVEL 1
	NEWPORT CUSTODY	WRITTEN WELSH LEVEL 1
POLICE OFFICER	NICHE PROJECT	SPOKEN WELSH LEVEL 1
	NICHE PROJECT	WRITTEN WELSH LEVEL 1
POLICE OFFICER	NPP MGT TEAM	SPOKEN WELSH LEVEL 4
	NPP MGT TEAM	WRITTEN WELSH LEVEL 4
POLICE OFFICER	NPP MGT TEAM	SPOKEN WELSH LEVEL 5
	NPP MGT TEAM	WRITTEN WELSH LEVEL 4
POLICE OFFICER	NST CAERPHILLY	SPOKEN WELSH LEVEL 5
	NST CAERPHILLY	WRITTEN WELSH LEVEL 5
POLICE OFFICER	NST MONMOUTHSHIRE	SPOKEN WELSH LEVEL 1
	NST MONMOUTHSHIRE	WRITTEN WELSH LEVEL 1
POLICE OFFICER	NST NEWPORT	SPOKEN WELSH LEVEL 2
	NST NEWPORT	WRITTEN WELSH LEVEL 2
POLICE OFFICER	NST NEWPORT	SPOKEN WELSH LEVEL 3
	NST NEWPORT	WRITTEN WELSH LEVEL 2
POLICE OFFICER	NST NEWPORT	SPOKEN WELSH LEVEL 1
	NST NEWPORT	WRITTEN WELSH LEVEL 1
POLICE OFFICER	NST NEWPORT	SPOKEN WELSH LEVEL 4
	NST NEWPORT	WRITTEN WELSH LEVEL 2
POLICE OFFICER	NST TORFAEN	SPOKEN WELSH LEVEL 1
	NST TORFAEN	WRITTEN WELSH LEVEL 1
POLICE OFFICER	NSU BLAENAU GWENT	SPOKEN WELSH LEVEL 1
	NSU BLAENAU GWENT	WRITTEN WELSH LEVEL 1
POLICE OFFICER	NSU BLAENAU GWENT	SPOKEN WELSH LEVEL 1
	NSU BLAENAU GWENT	WRITTEN WELSH LEVEL 1
POLICE OFFICER	NSU BLAENAU GWENT	SPOKEN WELSH LEVEL 1
	NSU BLAENAU GWENT	WRITTEN WELSH LEVEL 1
POLICE OFFICER	NSU BLAENAU GWENT	SPOKEN WELSH LEVEL 1

	NSU BLAENAU GWENT	WRITTEN WELSH LEVEL 1
POLICE OFFICER	NSU CAERPHILLY	SPOKEN WELSH LEVEL 5
	NSU CAERPHILLY	WRITTEN WELSH LEVEL 5
POLICE OFFICER	NSU CAERPHILLY	SPOKEN WELSH LEVEL 3
	NSU CAERPHILLY	WRITTEN WELSH LEVEL 4
POLICE OFFICER	NSU CAERPHILLY	SPOKEN WELSH LEVEL 4
	NSU CAERPHILLY	WRITTEN WELSH LEVEL 4
POLICE OFFICER	NSU CAERPHILLY	SPOKEN WELSH LEVEL 1
	NSU CAERPHILLY	WRITTEN WELSH LEVEL 2
POLICE OFFICER	NSU CAERPHILLY	SPOKEN WELSH LEVEL 4
	NSU CAERPHILLY	WRITTEN WELSH LEVEL 3
POLICE OFFICER	NSU CAERPHILLY	SPOKEN WELSH LEVEL 1
	NSU CAERPHILLY	WRITTEN WELSH LEVEL 1
POLICE OFFICER	NSU CAERPHILLY	SPOKEN WELSH LEVEL 1
	NSU CAERPHILLY	WRITTEN WELSH LEVEL 1
POLICE OFFICER	NSU CAERPHILLY	SPOKEN WELSH LEVEL 1
	NSU CAERPHILLY	WRITTEN WELSH LEVEL 1
POLICE OFFICER	NSU MONMOUTHSHIRE	SPOKEN WELSH LEVEL 2
	NSU MONMOUTHSHIRE	WRITTEN WELSH LEVEL 2
POLICE OFFICER	NSU MONMOUTHSHIRE	SPOKEN WELSH LEVEL 1
	NSU MONMOUTHSHIRE	WRITTEN WELSH LEVEL 1
POLICE OFFICER	NSU MONMOUTHSHIRE	SPOKEN WELSH LEVEL 1
	NSU MONMOUTHSHIRE	WRITTEN WELSH LEVEL 1
POLICE OFFICER	NSU NEWPORT	SPOKEN WELSH LEVEL 2
	NSU NEWPORT	WRITTEN WELSH LEVEL 2
POLICE OFFICER	NSU NEWPORT	SPOKEN WELSH LEVEL 1
	NSU NEWPORT	WRITTEN WELSH LEVEL 1
POLICE OFFICER	NSU NEWPORT	SPOKEN WELSH LEVEL 1
	NSU NEWPORT	WRITTEN WELSH LEVEL 1
POLICE OFFICER	NSU NEWPORT	SPOKEN WELSH LEVEL 1
	NSU NEWPORT	WRITTEN WELSH LEVEL 1
POLICE OFFICER	NSU NEWPORT	SPOKEN WELSH LEVEL 5
	NSU NEWPORT	WRITTEN WELSH LEVEL 5
POLICE OFFICER	NSU NEWPORT	SPOKEN WELSH LEVEL 1
	NSU NEWPORT	WRITTEN WELSH LEVEL 1
POLICE OFFICER	NSU NEWPORT	SPOKEN WELSH LEVEL 1
	NSU NEWPORT	WRITTEN WELSH LEVEL 1
POLICE OFFICER	NSU TORFAEN	SPOKEN WELSH LEVEL 1
	NSU TORFAEN	WRITTEN WELSH LEVEL 1
POLICE OFFICER	NSU TORFAEN	SPOKEN WELSH LEVEL 1
	NSU TORFAEN	WRITTEN WELSH LEVEL 1
POLICE OFFICER	NSU TORFAEN	SPOKEN WELSH LEVEL 1
	NSU TORFAEN	WRITTEN WELSH LEVEL 1

POLICE OFFICER	ONYX	SPOKEN WELSH LEVEL 3
	ONYX	WRITTEN WELSH LEVEL 3
POLICE OFFICER	ONYX	SPOKEN WELSH LEVEL 1
	ONYX	WRITTEN WELSH LEVEL 1
POLICE OFFICER	OPERATION PRUDENT	SPOKEN WELSH LEVEL 1
	OPERATION PRUDENT	WRITTEN WELSH LEVEL 1
POLICE OFFICER	PROTECTING VULNERABLE PEOPLE	SPOKEN WELSH LEVEL 1
	PROTECTING VULNERABLE PEOPLE	WRITTEN WELSH LEVEL 1
POLICE OFFICER	ROADS POLICING UNIT SOUTH	SPOKEN WELSH LEVEL 3
	ROADS POLICING UNIT SOUTH	WRITTEN WELSH LEVEL 3
POLICE OFFICER	ROADS POLICING UNIT SOUTH	SPOKEN WELSH LEVEL 2
	ROADS POLICING UNIT SOUTH	WRITTEN WELSH LEVEL 2
POLICE OFFICER	ROADS POLICING UNIT SOUTH	SPOKEN WELSH LEVEL 1
	ROADS POLICING UNIT SOUTH	WRITTEN WELSH LEVEL 1
POLICE OFFICER	ROADS POLICING UNIT SOUTH	SPOKEN WELSH LEVEL 3
	ROADS POLICING UNIT SOUTH	WRITTEN WELSH LEVEL 3
POLICE OFFICER	ROADS POLICING UNIT SOUTH	SPOKEN WELSH LEVEL 4
	ROADS POLICING UNIT SOUTH	WRITTEN WELSH LEVEL 4
POLICE OFFICER	ROADS POLICING UNIT SOUTH	SPOKEN WELSH LEVEL 1
	ROADS POLICING UNIT SOUTH	WRITTEN WELSH LEVEL 1
POLICE OFFICER	SCHOOLS LIAISON	SPOKEN WELSH LEVEL 4
	SCHOOLS LIAISON	WRITTEN WELSH LEVEL 3
POLICE OFFICER	SCHOOLS LIAISON	SPOKEN WELSH LEVEL 2
	SCHOOLS LIAISON	WRITTEN WELSH LEVEL 2
POLICE OFFICER	SCHOOLS LIAISON	SPOKEN WELSH LEVEL 2
	SCHOOLS LIAISON	WRITTEN WELSH LEVEL 2
POLICE OFFICER	SCHOOLS LIAISON	SPOKEN WELSH LEVEL 4
	SCHOOLS LIAISON	WRITTEN WELSH LEVEL 4
POLICE OFFICER	SPECIFIED PROCEEDINGS TEAM	SPOKEN WELSH LEVEL 4
	SPECIFIED PROCEEDINGS TEAM	WRITTEN WELSH LEVEL 3
POLICE OFFICER	SURVEILLANCE	SPOKEN WELSH LEVEL 4
	SURVEILLANCE	WRITTEN WELSH LEVEL 2
POLICE OFFICER	YSTRAD MYNACH CUSTODY	SPOKEN WELSH LEVEL 1
	YSTRAD MYNACH CUSTODY	WRITTEN WELSH LEVEL 1
POLICE OFFICER	YSTRAD MYNACH CUSTODY	SPOKEN WELSH LEVEL 4
	YSTRAD MYNACH CUSTODY	WRITTEN WELSH LEVEL 4

Specials

Screen name	Staff Section/Dept	Competency Description
POLICE SPECIAL	LPU ABERGAVENNY	SPOKEN WELSH LEVEL 1
	LPU ABERGAVENNY	WRITTEN WELSH LEVEL 1
POLICE SPECIAL	LPU ABERTILLERY	SPOKEN WELSH LEVEL 1

	LPU ABERTILLERY	WRITTEN WELSH LEVEL 1
POLICE SPECIAL	LPU ALWAY	SPOKEN WELSH LEVEL 5
	LPU ALWAY	WRITTEN WELSH LEVEL 5
POLICE SPECIAL	LPU ALWAY	SPOKEN WELSH LEVEL 1
	LPU ALWAY	WRITTEN WELSH LEVEL 1
POLICE SPECIAL	LPU BARGOED	SPOKEN WELSH LEVEL 2
	LPU BARGOED	WRITTEN WELSH LEVEL 4
POLICE SPECIAL	LPU BETTWS	SPOKEN WELSH LEVEL 1
	LPU BETTWS	WRITTEN WELSH LEVEL 1
POLICE SPECIAL	LPU BETTWS	SPOKEN WELSH LEVEL 1
	LPU BETTWS	WRITTEN WELSH LEVEL 1
POLICE SPECIAL	LPU BETTWS	SPOKEN WELSH LEVEL 1
	LPU BETTWS	WRITTEN WELSH LEVEL 1
POLICE SPECIAL	LPU BLACKWOOD	SPOKEN WELSH LEVEL 1
	LPU BLACKWOOD	WRITTEN WELSH LEVEL 1
POLICE SPECIAL	LPU BRYNMAWR	SPOKEN WELSH LEVEL 1
	LPU BRYNMAWR	WRITTEN WELSH LEVEL 1
POLICE SPECIAL	LPU BRYNMAWR	SPOKEN WELSH LEVEL 1
	LPU BRYNMAWR	WRITTEN WELSH LEVEL 1
POLICE SPECIAL	LPU BRYNMAWR	SPOKEN WELSH LEVEL 2
	LPU BRYNMAWR	WRITTEN WELSH LEVEL 2
POLICE SPECIAL	LPU CAERPHILLY	SPOKEN WELSH LEVEL 5
	LPU CAERPHILLY	WRITTEN WELSH LEVEL 5
POLICE SPECIAL	LPU CHEPSTOW	SPOKEN WELSH LEVEL 3
	LPU CHEPSTOW	WRITTEN WELSH LEVEL 3
POLICE SPECIAL	LPU CWMBRAN	SPOKEN WELSH LEVEL 1
	LPU CWMBRAN	WRITTEN WELSH LEVEL 1
POLICE SPECIAL	LPU CWMBRAN	SPOKEN WELSH LEVEL 5
	LPU CWMBRAN	WRITTEN WELSH LEVEL 5
POLICE SPECIAL	LPU CWMBRAN	SPOKEN WELSH LEVEL 1
POLICE SPECIAL	LPU CWMBRAN	SPOKEN WELSH LEVEL 1
POLICE SPECIAL	LPU CWMBRAN	SPOKEN WELSH LEVEL 1
POLICE SPECIAL	LPU CWMBRAN	SPOKEN WELSH LEVEL 1
POLICE SPECIAL	LPU CWMBRAN	SPOKEN WELSH LEVEL 1
POLICE SPECIAL	LPU MAINDDEE	SPOKEN WELSH LEVEL 2
	LPU MAINDDEE	WRITTEN WELSH LEVEL 3
POLICE SPECIAL	LPU PILL	SPOKEN WELSH LEVEL 1
	LPU PILL	WRITTEN WELSH LEVEL 1
POLICE SPECIAL	LPU PONTYPOOL	SPOKEN WELSH LEVEL 1
POLICE SPECIAL	LPU PONTYPOOL	SPOKEN WELSH LEVEL 1
	LPU PONTYPOOL	WRITTEN WELSH LEVEL 1
POLICE SPECIAL	LPU RHYMNEY	SPOKEN WELSH LEVEL 1
	LPU RHYMNEY	WRITTEN WELSH LEVEL 1

POLICE SPECIAL	LPU RISCA	SPOKEN WELSH LEVEL 1
	LPU RISCA	WRITTEN WELSH LEVEL 1
POLICE SPECIAL	LPU YSTRAD MYNACH	SPOKEN WELSH LEVEL 1
	LPU YSTRAD MYNACH	WRITTEN WELSH LEVEL 1
POLICE SPECIAL	LPU YSTRAD MYNACH	SPOKEN WELSH LEVEL 1
	LPU YSTRAD MYNACH	WRITTEN WELSH LEVEL 1

Support Staff

Screen Name	Staff Section/Dept	Competency Description
POLICE STAFF	ACPO AND SECRETARIAT	SPOKEN WELSH LEVEL 1
	ACPO AND SECRETARIAT	WRITTEN WELSH LEVEL 1
POLICE STAFF	BUSINESS SUPPORT ADMINISTRATION	SPOKEN WELSH LEVEL 2
	BUSINESS SUPPORT ADMINISTRATION	WRITTEN WELSH LEVEL 2
POLICE STAFF	CALL CENTRE	SPOKEN WELSH LEVEL 1
	CALL CENTRE	WRITTEN WELSH LEVEL 1
POLICE STAFF	CALL CENTRE	SPOKEN WELSH LEVEL 1
	CALL CENTRE	WRITTEN WELSH LEVEL 1
POLICE STAFF	CALL CENTRE	SPOKEN WELSH LEVEL 1
	CALL CENTRE	WRITTEN WELSH LEVEL 1
POLICE STAFF	CALL CENTRE	SPOKEN WELSH LEVEL 1
	CALL CENTRE	WRITTEN WELSH LEVEL 1
POLICE STAFF	COMMUNITY COHESION UNIT	SPOKEN WELSH LEVEL 2
	COMMUNITY COHESION UNIT	WRITTEN WELSH LEVEL 3
POLICE STAFF	CORPORATE COMMUNICATIONS	SPOKEN WELSH LEVEL 1
	CORPORATE COMMUNICATIONS	WRITTEN WELSH LEVEL 1
POLICE STAFF	CORPORATE COMMUNICATIONS	SPOKEN WELSH LEVEL 2
	CORPORATE COMMUNICATIONS	WRITTEN WELSH LEVEL 1
POLICE STAFF	CORPORATE COMMUNICATIONS	SPOKEN WELSH LEVEL 5
	CORPORATE COMMUNICATIONS	WRITTEN WELSH LEVEL 4
POLICE STAFF	CORPORATE COMMUNICATIONS	SPOKEN WELSH LEVEL 5
	CORPORATE COMMUNICATIONS	WRITTEN WELSH LEVEL 5
POLICE STAFF	CORPORATE COMMUNICATIONS	SPOKEN WELSH LEVEL 2
	CORPORATE COMMUNICATIONS	WRITTEN WELSH LEVEL 2
POLICE STAFF	CORPORATE COMMUNICATIONS	SPOKEN WELSH LEVEL 5
	CORPORATE COMMUNICATIONS	WRITTEN WELSH LEVEL 5
POLICE STAFF	CORPORATE COMMUNICATIONS	SPOKEN WELSH LEVEL 2
	CORPORATE COMMUNICATIONS	WRITTEN WELSH LEVEL 3
POLICE STAFF	CORPORATE PROJECTS	SPOKEN WELSH LEVEL 2
	CORPORATE PROJECTS	WRITTEN WELSH LEVEL 1
POLICE STAFF	CRIME SCENE INVESTIGATION	SPOKEN WELSH LEVEL 2
	CRIME SCENE INVESTIGATION	WRITTEN WELSH LEVEL 2
POLICE STAFF	FORCE CONTROL ROOM	SPOKEN WELSH LEVEL 1

	FORCE CONTROL ROOM	WRITTEN WELSH LEVEL 1
POLICE STAFF	FORCE CONTROL ROOM	SPOKEN WELSH LEVEL 1
	FORCE CONTROL ROOM	WRITTEN WELSH LEVEL 1
POLICE STAFF	FORCE CONTROL ROOM	SPOKEN WELSH LEVEL 3
	FORCE CONTROL ROOM	WRITTEN WELSH LEVEL 2
POLICE STAFF	FORCE CONTROL ROOM	SPOKEN WELSH LEVEL 1
POLICE STAFF	HUMAN RESOURCES	SPOKEN WELSH LEVEL 4
	HUMAN RESOURCES	WRITTEN WELSH LEVEL 3
POLICE STAFF	INTEL DIRECT - SPEC SUPPORT	SPOKEN WELSH LEVEL 2
	INTEL DIRECT - SPEC SUPPORT	WRITTEN WELSH LEVEL 1
POLICE STAFF	INTEL DIRECT - SPEC SUPPORT	SPOKEN WELSH LEVEL 1
	INTEL DIRECT - SPEC SUPPORT	WRITTEN WELSH LEVEL 1
POLICE STAFF	JUSTICE ADMINISTRATION	SPOKEN WELSH LEVEL 2
	JUSTICE ADMINISTRATION	WRITTEN WELSH LEVEL 3
POLICE STAFF	LEARNING AND DEVELOPMENT	SPOKEN WELSH LEVEL 4
	LEARNING AND DEVELOPMENT	WRITTEN WELSH LEVEL 4
POLICE STAFF	LEGAL SERVICES	SPOKEN WELSH LEVEL 5
	LEGAL SERVICES	WRITTEN WELSH LEVEL 5
POLICE STAFF	LPU ABERGAVENNY	SPOKEN WELSH LEVEL 2
	LPU ABERGAVENNY	WRITTEN WELSH LEVEL 2
POLICE STAFF	LPU ABERGAVENNY	SPOKEN WELSH LEVEL 1
	LPU ABERGAVENNY	WRITTEN WELSH LEVEL 1
POLICE STAFF	LPU ABERGAVENNY WG FUNDED	SPOKEN WELSH LEVEL 1
	LPU ABERGAVENNY WG FUNDED	WRITTEN WELSH LEVEL 1
POLICE STAFF	LPU ABERTILLERY	SPOKEN WELSH LEVEL 3
	LPU ABERTILLERY	WRITTEN WELSH LEVEL 2
POLICE STAFF	LPU ABERTILLERY WG FUNDED	SPOKEN WELSH LEVEL 1
	LPU ABERTILLERY WG FUNDED	WRITTEN WELSH LEVEL 1
POLICE STAFF	LPU ALWAY	SPOKEN WELSH LEVEL 2
	LPU ALWAY	WRITTEN WELSH LEVEL 2
POLICE STAFF	LPU BEDWAS WG FUNDED	SPOKEN WELSH LEVEL 2
	LPU BEDWAS WG FUNDED	WRITTEN WELSH LEVEL 2
POLICE STAFF	LPU BEDWAS WG FUNDED	SPOKEN WELSH LEVEL 1
	LPU BEDWAS WG FUNDED	WRITTEN WELSH LEVEL 1
POLICE STAFF	LPU BETTWS WG FUNDED	SPOKEN WELSH LEVEL 2
	LPU BETTWS WG FUNDED	WRITTEN WELSH LEVEL 2
POLICE STAFF	LPU BRYNMAWR WG FUNDED	SPOKEN WELSH LEVEL 1
	LPU BRYNMAWR WG FUNDED	WRITTEN WELSH LEVEL 1
POLICE STAFF	LPU CAERPHILLY WG FUNDED	SPOKEN WELSH LEVEL 1
	LPU CAERPHILLY WG FUNDED	WRITTEN WELSH LEVEL 1
POLICE STAFF	LPU CAERPHILLY WG FUNDED	SPOKEN WELSH LEVEL 1
	LPU CAERPHILLY WG FUNDED	WRITTEN WELSH LEVEL 1
POLICE STAFF	LPU CAERPHILLY WG FUNDED	SPOKEN WELSH LEVEL 5

	LPU CAERPHILLY WG FUNDED	WRITTEN WELSH LEVEL 5
POLICE STAFF	LPU CALDICOT	SPOKEN WELSH LEVEL 1
	LPU CALDICOT	WRITTEN WELSH LEVEL 1
POLICE STAFF	LPU CENTRAL	SPOKEN WELSH LEVEL 1
	LPU CENTRAL	WRITTEN WELSH LEVEL 1
POLICE STAFF	LPU CENTRAL	SPOKEN WELSH LEVEL 1
	LPU CENTRAL	WRITTEN WELSH LEVEL 1
POLICE STAFF	LPU CENTRAL WG FUNDED	SPOKEN WELSH LEVEL 2
	LPU CENTRAL WG FUNDED	WRITTEN WELSH LEVEL 2
POLICE STAFF	LPU CWMBRAN	SPOKEN WELSH LEVEL 5
	LPU CWMBRAN	WRITTEN WELSH LEVEL 5
POLICE STAFF	LPU CWMBRAN	SPOKEN WELSH LEVEL 5
	LPU CWMBRAN	WRITTEN WELSH LEVEL 5
POLICE STAFF	LPU CWMBRAN WG FUNDED	SPOKEN WELSH LEVEL 1
	LPU CWMBRAN WG FUNDED	WRITTEN WELSH LEVEL 1
POLICE STAFF	LPU MAINDEE WG FUNDED	SPOKEN WELSH LEVEL 1
	LPU MAINDEE WG FUNDED	WRITTEN WELSH LEVEL 1
POLICE STAFF	LPU RHYMNEY	SPOKEN WELSH LEVEL 4
	LPU RHYMNEY	WRITTEN WELSH LEVEL 5
POLICE STAFF	LPU RHYMNEY WG FUNDED	SPOKEN WELSH LEVEL 1
	LPU RHYMNEY WG FUNDED	WRITTEN WELSH LEVEL 1
POLICE STAFF	LPU YSTRAD MYNACH	SPOKEN WELSH LEVEL 1
	LPU YSTRAD MYNACH	WRITTEN WELSH LEVEL 1
POLICE STAFF	LPU YSTRAD MYNACH	SPOKEN WELSH LEVEL 3
	LPU YSTRAD MYNACH	WRITTEN WELSH LEVEL 3
POLICE STAFF	MAJOR INCIDENTS TEAM	SPOKEN WELSH LEVEL 4
	MAJOR INCIDENTS TEAM	WRITTEN WELSH LEVEL 4
POLICE STAFF	OFFICE OF PCC SECRETARIAT	SPOKEN WELSH LEVEL 1
	OFFICE OF PCC SECRETARIAT	WRITTEN WELSH LEVEL 1
POLICE STAFF	OFFICE OF PCC SECRETARIAT	SPOKEN WELSH LEVEL 2
	OFFICE OF PCC SECRETARIAT	SPOKEN WELSH LEVEL 3
POLICE STAFF	OPERATIONAL	SPOKEN WELSH LEVEL 3
	OPERATIONAL	WRITTEN WELSH LEVEL 4
POLICE STAFF	PERFORMANCE ANALYSIS	SPOKEN WELSH LEVEL 3
	PERFORMANCE ANALYSIS	WRITTEN WELSH LEVEL 3
POLICE STAFF	PROCUREMENT	SPOKEN WELSH LEVEL 1
	PROCUREMENT	WRITTEN WELSH LEVEL 1
POLICE STAFF	PROFESSIONAL STANDARDS	SPOKEN WELSH LEVEL 1
	PROFESSIONAL STANDARDS	WRITTEN WELSH LEVEL 1
POLICE STAFF	SCHOOLS LIAISON	SPOKEN WELSH LEVEL 3
	SCHOOLS LIAISON	WRITTEN WELSH LEVEL 4
POLICE STAFF	SCHOOLS LIAISON	SPOKEN WELSH LEVEL 5
	SCHOOLS LIAISON	WRITTEN WELSH LEVEL 5

