

Mae'r ddogfen hon ar gael yn Gymraeg



**HEDDLU
GWENT
POLICE**

WELSH LANGUAGE

STANDARDS ANNUAL

REPORT

2022 | 2023



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FOREWORD

I very much hope that this Annual Monitoring Report demonstrates our ongoing commitment to the Welsh Language Standards, but also to developing sustainable improvements in the availability of our service in Welsh and in the opportunities to learn Welsh in an organisation.

I am delighted that there is a continual growth in the number of employees that have developed their Welsh language skills, as a result of our mandatory training and other opportunities.

Although there are sustained improvements and a continued focus in our approach to meeting the Welsh language standards, we acknowledge that there is still much to do during the year ahead. We will continue to commit to doing our very best to ensure that the Welsh language is a part of and embedded into, all aspects of our work.



PAM KELLY
CHIEF CONSTABLE | GWENT POLICE



HIGHLIGHTS

WELSH LANGUAGE IN CUSTODY TRAINING

During this reporting period Gwent Police has introduced bespoke Welsh language skills training for Welsh speaking police officers. The sessions have been designed and delivered by the Welsh Language Policy Officer and an Inspector working in Custody. 8 sessions were held during the period February – March. The aim of the training was to give our Welsh speaking police officers an opportunity to practice dealing with Welsh speaking members of the public who are being booked into Custody. Our Welsh speaking officers may be called upon at any time to assist colleagues in Custody who are not Welsh speakers.

The Custody procedures involve use of language which is not generally used in everyday conversation so the benefit of the training for our Welsh speaking officers and members of the public is that officers will now be familiar with the terminology used and how that terminology can be conveyed in terms that are easy to understand.

Feedback from officers who have received the training is that it has been very beneficial, increasing their confidence to assist when called upon.

ST DAVID'S DAY LUNCH AND LEARN

On 1st March 2023 the Chief Constable hosted a lunch and learn session which was a live Teams event involving the Welsh Language Commissioner and the Police and Crime Commissioner. The Teams event was also recorded and made available as a resource for all employees to view at any time.

JOINT WELSH LANGUAGE STRATEGY



Gwent Police and the Office of the Police and Crime Commissioner have published a new Joint Welsh Language Strategy 2021 – 2025. This Strategy builds on the collaborative working between the two organisations in respect of promoting and delivering Welsh language services.

The three key pledges in the new joint Strategy are:

- **Engage effectively with Welsh speakers within our communities in order to shape the service we provide.**
- **Increase the number of Welsh speakers and learners that we employ across both organisations.**
- **Collect data that we can use to improve the quality of our Welsh language services.**

To enable closer working relationships and maximise efficiencies, Gwent Police and the Office of the Police and Crime Commissioner continue to share the posts of Welsh Language Policy Officer and Welsh Language Translator.

COMPLAINTS



During the reporting period 1st April 2022 to 31st March 2023, no complaints regarding lack of Welsh language service were received.

POSTS ADVERTISED IN 2022/23



In the reporting period 1st April 2022 to 31st March 2023 a total of 384 posts were advertised:

- **375 posts were advertised as Welsh desirable (Level 1).**
- **2 posts were advertised as Welsh desirable (Level 2 or above).**
- **1 post was advertised as Welsh essential (Level 4).**
- **3 posts (internal secondments) were advertised as Welsh language skills not applicable .**
- **3 posts were incorrectly advertised as Welsh not required. It is organisational policy to advertise all posts as Welsh essential (Level 1), unless there is a need for a higher level of Welsh language skills due to the duties which are required of the role.**

WELSH LANGUAGE TRAINING



Gwent Police and the Office of the Police and Crime Commissioner provide Welsh Language Awareness and Level 1 Skills training to all employees as a mandatory course. The training is delivered by our Welsh Language Policy Officer.

Between 1st April 2021 and 31st March 2022 100% of all new recruits received this training as part of their Induction course. As of 31st March 2023, 183 employees (7%) have yet to receive the training. Those existing employees, who have yet to attend, will receive the training by attending the Level 1 Welsh session delivered on one of the regular induction courses during 2023/24, until all employees have attended.

Opportunities are available for employees to enrol on Welsh for Adults courses that are provided by Coleg Gwent. Where possible, employees attend during work time. During the reporting period, the number of employees enrolled on these courses was:

- **Mynediad 1: 6 students enrolled**
- **Mynediad 2: 1 student enrolled**
- **Sylfaen 1: 1 student enrolled**

EMPLOYEES WELSH LANGUAGE SKILLS



Below is a table to show the level of Welsh language skills currently recorded on our Human Resources system. Since 2017, we have seen a sustained growth in Level 1 skills due to the mandatory training.

WELSH LANGUAGE SKILLS OF EMPLOYEES			
LEVEL	NUMBER OF EMPLOYEES		
	2020/21	2021/22	2022/23
1	1912	2034	2257
2	41	68	97
3	22	34	30
4	37	47	51
5	27	42	39
TOTAL	2039	2225	2225
TOTAL NUMBER OF EMPLOYEES	2447	2543	2574

Welsh Police Forces agreed level of Welsh definitions (verbal skills only):

LEVEL 1

Can say place names, personal names, can use greetings appropriately in person or on the telephone, can open and close meetings bilingually.

LEVEL 2

Can understand a basic conversation and can convey simple information, can respond to simple requests, can understand requests for assistance, can use Welsh to transfer telephone calls, can introduce oneself and others.



MONITORING AND OVERSEEING COMPLIANCE WITH THE STANDARDS



LEVEL 3

Can take and pass on messages likely to require attention during a working day, can converse partly in Welsh but turns to English in discussion and to give detailed information, can describe people and locations, can respond to general enquiries over the telephone and face to face, can take details or make a note from a Welsh conversation.

LEVEL 4

Can contribute effectively in meetings within own area of work, can argue a case for or against an idea, can converse in Welsh in most situations but turns to English when using policing or technical terminology, can deal with enquiries effectively, can understand dialect differences, can chair a meeting and respond to questions in Welsh, can describe a situation or event in Welsh.

LEVEL 5

Can interview applicants for Welsh speaking posts and assess their suitability, can deal effectively with complex enquiries or confrontations in Welsh, can interview and question in Welsh in the course of an investigation, can deal with complex or sensitive enquiries, complaints and hostile questions to the extent of their specialist knowledge, can deliver presentations in Welsh.

The Deputy Chief Constable has responsibility for monitoring and overseeing compliance with regard to Gwent Police's Welsh Language Standards, scrutiny is undertaken by the Police and Crime Commissioner and Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services.

Gwent Police has a well-established system of regular meetings and "boards" that monitor how we are meeting all our legal requirements to provide the best possible quality of policing services for the people of Gwent. To enable us to monitor how we comply with Welsh Language Standards in all areas of policing business, we hold quarterly Welsh Language Meetings which are chaired by the Head of Human Resources. The Head of Human Resources holds delegated responsibility for Welsh Language matters on behalf of the Deputy Chief Constable.

Highlight reports from the Welsh Language Meetings go forward to the next level of internal scrutiny which is a high-level meeting known as the People Strategy Board, which is also chaired by the Assistant Chief Officer - Resources. Many senior police officers and staff attend these board meetings so that they can assist in problem solving where difficulties or questions arise, gather information that is of relevance to their own teams and ensure that they are aware of Welsh language developments outside their own areas of business as well as within them.

Any significant matters raised at People Services Board meetings are taken forward to meetings of the Chief Officers Team, this is the highest level of monitoring and governance meeting held by Gwent Police internally. At least one representative from the Office of the Police and Crime Commissioner will attend the Welsh Language meeting and the People Strategy Board and a representative from Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services will sometimes attend to provide additional scrutiny. A Welsh-speaking member of the Gwent Police Independent Advisory Group is also invited to attend each People Strategy Board meeting.

Welsh Language Meetings took place in April 2022, July 2022, October 2022 and January 2023. Performance data was scrutinised from across all areas of business. Every department has continued to report against its own bespoke Welsh Language Action Plan, matters of service improvement have been identified. Through these Action Plans we continue to



actively monitor business processes across the whole organisation to make sure that we are complying with the Welsh Language Standards that apply to policing business. Number of business processes/practices where actions have been identified to improve the quality of Welsh language services: 33, down from 54 in 2022. Number of business processes/practices where actions to improve are already underway or partially completed: 133, up from 108 in 2022. This is because scrutiny has identified more opportunities to improve on current business practices.

Number of business processes/practices where Welsh language services are successfully embedded: 693, up from 598 in 2022. The internal Welsh language translation service has been monitored in more detail during this reporting period, this has enabled us to identify a decrease in translation demand of 60% as compared with demand in 2021/22. Any translation requests that cannot be serviced by our in-house Welsh Translator are sent to external translators.



COMPLIANCE WITH SERVICE DELIVERY STANDARDS

COMMUNICATIONS WITH THE PUBLIC

Guidance for staff has been published on Gwent Police's intranet "The Beat / Y Bit". This guidance clearly and simply explains the requirements of the Service Delivery Standards. During the mandatory Welsh Level 1 Skills training, staff are made aware of the guidance and how to use it.

RECRUITMENT

During the reporting period, we have continued to work with Careers Wales, local schools and colleges and Mentrau Iaith to promote our vacancies and stress the importance of Welsh language skills.

WEBSITE AND SOCIAL MEDIA

Gwent Police now has around 469 followers of our Welsh medium Facebook page, a decrease of 15% compared to last year's figure, and 557 followers of our Welsh medium Twitter account, an increase of 31% compared to last year's figure. Members of the public are also welcome able to contact Gwent Police's Social Media desk in Welsh or English.

RECEPTION SERVICES

All of our Station Enquiry Officers and one member of staff at our main reception in headquarters have received bespoke training to enable them to provide a basic Welsh language reception service.

PROCUREMENT

No requests for tenders or contracts have been issued in Welsh, and none have been received in Welsh during this reporting period.

For relevant contracts (where the subject matter of the contract suggests it should be in Welsh) tender documents will be published in Welsh. The tender document states "The Commissioner welcomes tender responses in Welsh" and the Welsh Language Checklist has been embedded within the tender process to ensure due consideration is given to the Welsh Language at all stages. Access to professional translation services ensures the content of Welsh Language submissions is accurately reflected, and the evaluation process will run parallel to the evaluation of submissions in English (if relevant). The same closing date will apply for submissions in Welsh and English and simultaneous translation services will be offered and arranged for relevant contracts should an organisation wish to complete an interview in Welsh.

EDUCATIONAL COURSES

Gwent Police has a dedicated Welsh Language School Community Police Officer who delivers educational input to school pupils across the Gwent area. Subject topics include drug and substance misuse and safeguarding. The sessions delivered are fully supported by a bilingual website – www.schoolbeat.org which contains further information and guidance for teachers, pupils and parents.

COMPLIANCE WITH POLICY MAKING STANDARDS



We have met our Policy Making Standards by using our Equality Impact Assessment (EIA) process to identify and address any impacts arising from Welsh Language Standards. EIAs are a compulsory part of our policy-making procedure, and guide policy writers and decision makers in considering adverse or positive impact on people that share Protected Characteristics as defined by the Equality Act 2010.

Although Welsh language is not a Protected Characteristic under Section 4 of the Equality Act 2010, we have amended our EIA template to now include a number of questions which mean any impact on our treatment of the Welsh language in relation to English, or opportunities for people to use the Welsh language are identified.

All new policies and procedures, and proposed revisions to existing policies and procedures, are sent to the Welsh Language Policy Officer as a matter of course during the internal consultation phase. The Welsh Language Policy Officer provides bespoke advice and guidance on how to ensure that the Welsh language is treated no less favourably than the English language (apart from where legal exemptions apply). Including the Welsh Language Policy Officer in all policy consultations also helps to ensure that all opportunities to promote and increase use of the Welsh language are identified.

As part of the policy consultation process, a record is kept of all advice and guidance issued by the Welsh Language Policy Officer. During 2022/23, the Welsh Language Policy Officer has made positive contributions to 66 policies and procedures, including, for example, Child Protection Policy, Police and Civil Proceedings Policy, Recruitment Selection Policy, Community Resolution and Restorative Justice Policy and Roadside Breath Test Procedure.

COMPLIANCE WITH OPERATIONAL STANDARDS



STAFF SUPPORT

Comprehensive Welsh Language Standards guidance for staff is published on the Gwent Police intranet "The Beat / Y Bit" on the "Welsh Language" page. The page also includes support and resources for staff wishing to practice their Welsh language or consider Welsh medium education for their children.

Welsh templates for out of office responses and personal signatures are provided, alongside virtual badges that colleagues can add to their emails indicating that they are either learning Welsh or are a Welsh speaker. All known Welsh speakers and learners across the force have been issued with an appropriate badge or lanyard to wear.

WELSH ESSENTIAL POSTS

Due to a number of competing priorities within the People Services department, it has not been possible to complete the review of Welsh essential and Welsh desirable posts during this reporting period. We recognise this as an area for improvement and will take steps to address the outstanding work within the next reporting period.

Externally, posts are advertised in Welsh as well as English, and our on-line recruitment software allows for candidates to make applications in Welsh or English. Candidates are asked to indicate their level of Welsh ability and note whether they would like to be interviewed in Welsh should they reach that stage of the process.

During this reporting period, all colleagues have received an automated message when logging onto their work computers. This message has asked them to take time to ensure that they have recorded their Welsh language skill level appropriately on their personnel record. As of 31st March 2022, 33 colleagues had yet to enter a level on their personnel record as compared with 339 on March 31st 2021.

All staff joining Heddlu Gwent Police receive Level 1 Welsh language skills and awareness training as part of induction. This ensures that everyone in our workforce knows and the responsibility we have to offer non-emergency services in both Welsh and English and understands their personal role in enabling language choice.



TRAINING COURSES PROVIDED IN WELSH

No training courses have been provided in Welsh during this reporting period.

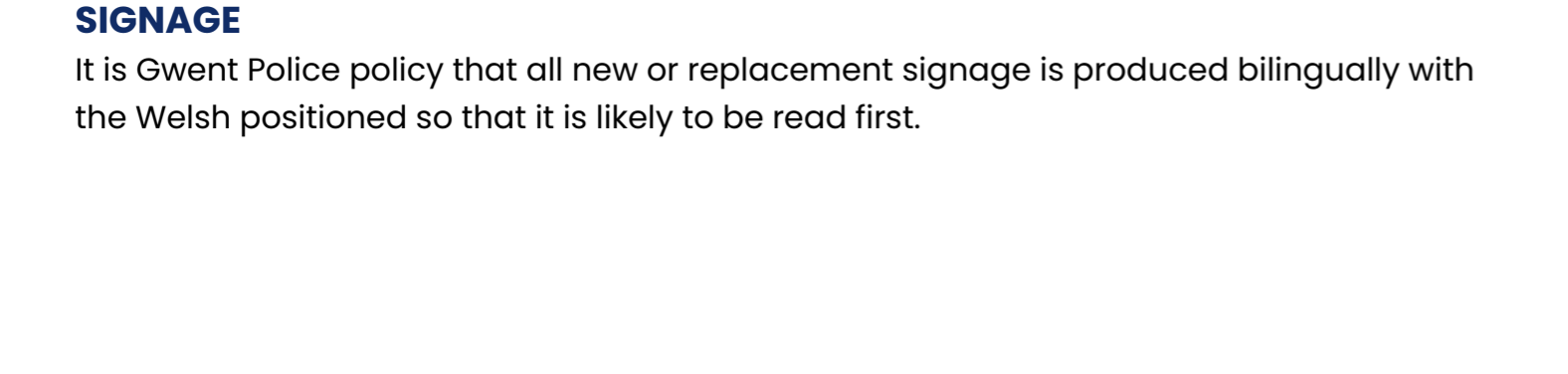
SIGNAGE

It is Gwent Police policy that all new or replacement signage is produced bilingually with the Welsh positioned so that it is likely to be read first.



CHALLENGES

Gwent Police does not have any outstanding challenges lodged with the Welsh Language Commissioner.



CONTACT US

For further information on how Gwent Police complies with Welsh Language Standards, or to provide feedback on how Gwent Police can engage more effectively with Welsh speakers and learners in the communities it serves, please contact our Welsh Language Policy Officer, Cath Baldwin:

EMAIL

Welsh@gwent.police.uk

TWITTER

[@GWENTPOLICE](https://twitter.com/GWENTPOLICE)

FACEBOOK

[GWENTPOLICE](https://www.facebook.com/GWENTPOLICE)

We welcome correspondence in Welsh and English - we will respond equally to both and will reply in your language of choice without delay.



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