



Office of the  
Police and Crime Commissioner for Gwent  
Welsh Language Standards Annual Report  
2019/20

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## 1. Foreword by the Police and Crime Commissioner

I am pleased to publish this Welsh Language Standards Annual Report that shows the progress made by the Office of the Police and Crime Commissioner during the past year as we have continued working towards developing an organisation that embraces and reflects the thriving Welsh language culture of Gwent. This report focuses on the reporting requirements contained within the Welsh Language Standards applied to me as Police and Crime Commissioner, as well as providing information on how we have worked towards the four key pledges contained within the joint Office of the Police and Crime Commissioner and Gwent Police *Welsh Language Strategy 2017-2020* and our achievements during the year.

Increasing our capability to provide bilingual services to the citizens of Gwent remains a priority for both the Office of the Police and Crime Commissioner and Gwent Police. Since the introduction of the Welsh Language Standards in 2017 for all Welsh Police and Crime Commissioners and the Policing service in Wales, we have worked closely together in Gwent to make significant changes to many of our procedures and business processes. These changes will help us to ensure that anyone wishing to communicate with us in Welsh is able to do so.

Providing a bilingual service is not without its challenges. To improve our Welsh language capabilities, we must work in partnership with the whole community of Gwent, including our future generations in Welsh medium education, and adult learners of Welsh, and local and national Welsh language organisations. I am hopeful that, over time, the Policing service in Gwent will become a natural career of choice for those seeing to work through the medium of Welsh.

This is the final report for our current Welsh Language Strategy, and I hope that you enjoy reading about the progress we have made so far. We are working with Gwent Police on developing a new four-year plan that supports our aspirations as we continue on our bilingual journey. I invite you to get in touch if you have any comments or suggestions for us on how we can continue to improve.



Jeff Cuthbert, B.Sc., MCIPD

Police and Crime Commissioner for Gwent

## **2 Achievements**

### **Welsh Language Engagement**

During 2019/20, we increased our involvement with and by our Welsh speaking communities in our engagement activities. The primary focus was the annual budget survey that ran between 14<sup>th</sup> October 2019 and 12<sup>th</sup> January 2020 and responses were provided either at face-to-face events, or through an online form.

In total, 1,730 responses were received; of these, 37 were received in Welsh. This is a positive result for Welsh language participation due to targeted online engagement, which has increased over the last two years. For 2018/19, there were 21 Welsh language responses, and in 2017/18, only one was received. In continuing to build our relationship with our Welsh speaking stakeholders, we hope to increase people's confidence to engage with us in their language of choice.

In February 2020, we commenced engagement on the new joint Office of the Police and Crime Commissioner and Gwent Police Equality Objectives for 2020-2024. A number of Welsh language stakeholders were specifically included within the distribution for the online survey, and the outcomes will be included within next year's Welsh Language Standards Annual Compliance Report.

### **Cymraeg Ein Hiaith / Welsh – Our Language Event**

On 28<sup>th</sup> February 2020, we were pleased to support Gwent Police in holding its first ever community event to celebrate and promote use of the Welsh language. The event was named “Cymraeg Ein Hiaith / Welsh – Our Language”. The programme for the day included addresses by the Chief Constable of Gwent Police, the Welsh Language Commissioner and the Chief Executive of the National Centre for Learning Welsh. The Deputy Commissioner also provided an address that outlined the Commissioner's commitment to improving our bilingual capabilities and the levels of service we provide to our Welsh-speaking communities. Over 50 people attended the event, which included performances from some of the local Welsh medium schools and information from Mentrau Iaith on all the Welsh language activities available to Welsh speakers and learners of all ages in Gwent. We also promoted the event across our social media channels to help raise awareness of how we are developing our bilingual capabilities.

Attendees were consulted on their opinions with regard to how we can best develop Welsh language policing services for the future. The thoughts and suggestions captured on the day are being used to inform the joint Gwent Police and Office of the Police and Crime Commissioner Welsh Language Strategy 2020–2024.

### **Accessibility**

As part of the Gwent-wide accessibility review of the police estate, we reviewed our provision of Welsh language signage. This helped to ensure that we not only consider requirements for existing police buildings and the grounds they are in, but also that

our plans for the new Headquarters include bilingual signage. No improvements to external signage were identified; however, the frequently changing nature of public information provided at police stations and front-counter services was recognised as providing an ongoing area of risk which has been reflected in Gwent Police's Welsh language processes. This also ensures our compliance with the relevant Welsh Language Standards.

### **3 Joint Welsh Language Strategy**

Together with Gwent Police, we have published a joint Welsh Language Strategy for the period 2017-2020. This document provides four key pledges that will help us realise our ultimate and shared goal of equal quality of services in both Welsh and English.

The four key pledges in the joint Strategy are:

- Engage effectively with Welsh speakers within our communities in order to shape the service we provide
- Promote our Welsh language services to the public
- Increase the proportion of Welsh speakers that we employ across both organisations
- Create a workplace culture that recognises the value of delivering a service through the medium of Welsh

The Strategy is used to shape our approach to fulfilling the requirements of the Standards and is published on our website, at

[www.gwent.pcc.police.uk/en/transparency/publications/welsh-language-strategy/](http://www.gwent.pcc.police.uk/en/transparency/publications/welsh-language-strategy/)

During the year, we have continued to deliver activities that support our fulfilment of the pledges within the Strategy alongside our compliance with the Welsh Language Standards imposed on the Commissioner:

- We have increased our engagement with Welsh speakers in our communities and used their feedback to inform our decision-making processes, as highlighted in section 2 of the report.
- We have continued to promote our Welsh language services to the public, via social media and our website. Our participation and engagement in the "Cymraeg Ein Hiaith / Welsh – Our Language" event provided an opportunity for the Deputy Commissioner, in addressing participants at the event, to promote our commitment to the Welsh language and our desire to grow our Welsh speaking workforce.
- We have worked towards increasing the proportion of Welsh speakers within the organisation. During the year, 1 member of staff enrolled on the Mynediad (level 1) course and we have encouraged staff with Welsh language skills to engage with the internal Welsh Speakers and Learners Network to support their use of Welsh in the workplace.
- Working with Gwent Police, we have continued to promote a positive workplace culture across both organisations. Welsh language resources are provided on

'The Beat / Y Bît', and the Welsh Language Speakers and Learners Network is engaged with a number of internal strategic meetings to ensure that Welsh language is proactively considered across strategic and operational areas. The Office of the Police and Crime Commissioner is represented at these internal strategic meetings which not only provides oversight of Gwent Police's progress, but also enables us to identify opportunities to work together to deliver Welsh language initiatives across both organisations and reflect on our own progress.

During 2020/21, we will agree a new Strategy to ensure it reflects our joint commitments to the Welsh speakers and learners of Gwent while supporting our compliance with the Welsh Language Standards. Under the new strategy, we will continue to develop our workforce capabilities, foster a culture of confidence to use Welsh in the workplace, and engage with our Welsh speaking communities to raise awareness of employment opportunities within the organisation.

To enable closer working relationships and maximise efficiencies, Gwent Police and the Office of the Police and Crime Commissioner share access to the posts of Welsh Language Policy Officer and Welsh Language Translator. We continue to work closely with the Welsh Language Policy Officer regarding the implementation of Welsh language initiatives to further our progress under the Strategy and the Welsh Language Standards.

## **4. Compliance with the Welsh Language Standards**

The following sections provide information regarding specific Welsh Language Standards the Commissioner is required to report against. In doing so, we are demonstrating how we are complying with those standards.

### **4.1 Complaints against the Welsh Language Standards**

During the reporting period 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020, the Office of the Police and Crime Commissioner did not receive any complaints regarding its provision of Welsh language services, as set out by the Welsh Language Standards. This is consistent with the 2019/20 reporting period.

As part of our continuous engagement with our communities, we encourage members of the public to tell us if they think that we are not meeting our Welsh Language Standards obligations so that we can continue to make improvements in service delivery and communicating effectively. Contact can be made by telephone or e-mail, face-to-face at public events or meetings, through our website, or by social media. Further details are provided at the end of this document.

We have published a procedure for complaints relating to the Welsh Language Standards compliance. This is available on our website [www.gwent.pcc.police.uk/en/transparency/publications/welsh-language-standards-compliance-complaints/](http://www.gwent.pcc.police.uk/en/transparency/publications/welsh-language-standards-compliance-complaints/). This document will be reviewed during 2020 to ensure that it continues to provide an effective process. An Equality Impact Assessment will also be undertaken and published as part of this review.

## 4.2 Posts Advertised in 2019/20

In the reporting period 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020 a total of 2 posts were advertised:

0 posts (0%) were advertised as Welsh essential

2 posts (1000%) were advertised as Welsh desirable

All posts advertised for the Office of the Police and Crime Commissioner require Welsh desirable as a minimum. This also includes the Chief Constable recruitment process, for which we have responsibility and undertook during 2019/20.

Future recruitment process will consider use of positive action to attract Welsh speaking applicants. Our Communications and Engagement Team will work with the Welsh Language Policy Officer to maximise opportunities to target our engagement towards our Welsh speaking communities and raise awareness of vacancies as they occur.

## 4.3 Training

### 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 the joint Welsh Language Policy Officer.

All staff have now undertaken the mandatory training session. 2 staff members were outstanding from the previous reporting period, and 1 was a new starter during the year.

Welsh Language Awareness and Level 1 Skills training are incorporated into the induction training programme for all new staff.

Opportunities are available for employees to enrol on internal Welsh for Adults courses that are provided by Coleg Gwent. Employees attend during work time. During the reporting period, 1 member of staff enrolled on the Mynediad (year 1) course.

We will continue to support and encourage staff who wish to enrol on Welsh courses appropriate to their existing skill-level, and to participate in the Welsh Speakers and Learners Network maintained by Gwent Police.

### Requests for Training Courses in Welsh

During the year, we did not receive any requests from staff to attend courses delivered through the medium of Welsh. We will continue to consult with our staff on their language preferences for training materials and work with Gwent Police to more effectively enable this language choice across both organisations.

#### 4.4 Employees' Welsh Language Skills

Below is a table to show the level of Welsh language skills currently recorded on our Human Resources system. We are pleased to have maintained the basic level of Welsh skills available across the organisation.

Level*	Number of Employees**			
	2016/17	2017/18	2018/19	2019/20
1	5	4	13	15
2	1	2	2	2
3	0	0	0	0
4	0	0	1	1
5	1	1	0	0
<b>Total</b>	7	7	18	18
<b>Total number of employees</b>	17	17	19	19

\*See Appendix for definitions

\*\*Employees excluding the Police and Crime Commissioner

#### 4.5. Monitoring and Overseeing Compliance with the Standards

The Chief Executive has responsibility for monitoring and overseeing compliance with regard to the Police and Crime Commissioner's Welsh Language Standards. Internal scrutiny is undertaken at Management Meetings to enable the Police and Crime Commissioner to retain oversight of compliance.

The Police and Crime Commissioner also has a duty to monitor and scrutinise Gwent Police's compliance with the Welsh Language Standards imposed on the Chief Constable. Staff participate in Gwent Police's Welsh Language Meeting and the People Strategy Board to enable the Police and Crime Commissioner to monitor progress and compliance with Welsh Language Standards in all areas of policing business.

The Police and Crime Commissioner's public-facing Strategy and Performance Board receives the Welsh Language Standards Annual Compliance Reports for both the Office of the Police and Crime Commissioner and Gwent Police. These are published externally on our website as part of our internal governance arrangements. In addition, the Gwent Police and Crime Panel receives our report to provide assurance of our compliance with the Welsh Language Standards.

### 5. Compliance with Service Delivery Standards

The following section contains information regarding our compliance with the Service Delivery Standards the Commissioner is required to report against. During the year, we have complied with each of the requirements as highlighted below.

## **a) Communications with the public**

Guidance for all staff has been published on Gwent Police's intranet "The Beat / Y Bît", which our staff also has access to. This guidance clearly and simply explains the requirements of the Service Delivery Standards for both organisations. During the mandatory Welsh Language Awareness and Level 1 Skills training, staff are made aware of the guidance and how to use it. The guidance provides three guiding principles:

1. A "proactive offer" to use the Welsh language must be made at the point of first contact with a service user.
2. There must be no delay or unequal service when compared to what we would provide in English.
3. Emergency response situations are exempt from the standards.

The following activities are set out in the guidance:

- Public facing correspondence
- Public facing documents
- Dealing with the public in writing
- Publicising telephone numbers
- Making contact with a member of the public by telephone
- Answering the telephone
- What to do when a caller continues in Welsh after you've given the bilingual greeting
- Voicemail
- Design of corporate stationery
- Design of e-mail templates
- Out of office messages
- Inviting members of the public to a meeting
- Displaying information in public areas
- Education courses and presentations
- Signs and notices

## **b) Website and social media**

Our website includes an introductory splash page to encourage and allow Welsh speakers to select their language of choice before accessing other website pages. We have also improved our Welsh medium social media presence across our accounts to provide better engagement with our communities.

We continue to distribute our weekly e-bulletin, which is available in Welsh or English, depending on the subscriber's language preference. To the end of March 2020, 14 people had subscribed to the Welsh version, an increase of nine subscribers compared to the same period last year. We continue to promote the e-bulletin to all our communities as an easy way to keep updated on our work– further information is available on our website at [www.gwent.pcc.police.uk/en/listening-to-you/newsletter/](http://www.gwent.pcc.police.uk/en/listening-to-you/newsletter/).

During 2020/21, we will continue to develop our Welsh language social media presence, and plan to launch a dedicated Welsh medium Facebook profile to enhance our engagement with our communities.

### **c) Grants**

All information published relating to funding opportunities is provided in Welsh and English. Where an application is received in Welsh, we will correspond with the applicant in Welsh and provide a translation service at any supporting meetings.

During the reporting year, we did not receive any funding applications in Welsh. Under the new Strategy, we will review our promotion of funding opportunities to raise awareness that we welcome applications in Welsh.

### **d) 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 that “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.

All tenders are advertised in Welsh and English.

## **6. 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 on the Welsh language. EIAs are a compulsory part of our policy-making procedure, guiding 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 include a number of questions so that 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 reviews of existing policies are subject to an EIA and support from the Welsh language policy lead is available to any colleague completing an EIA.

We have published a policy on awarding grants that sets out how we will consider the Welsh language in our funding decisions. This is available on our website at [www.gwent.pcc.police.uk/en/transparency/publications/grant-funding-policy-and-procedure/](http://www.gwent.pcc.police.uk/en/transparency/publications/grant-funding-policy-and-procedure/).

## **7. Compliance with Operational Standards**

The following section contains information regarding our compliance with the Operational Standards the Commissioner is required to report against. During the year, we have complied with each of the requirements as highlighted below.

### **a) Staff support**

Comprehensive Welsh Language Standards guidance for staff is published on the Gwent Police intranet 'The Beat / Y Bît' on the 'Welsh Language' page, which our staff also has access to. The page also includes support and resources for staff wishing to practice their Welsh language skills 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 within the organisation have been issued with an appropriate badge or lanyard to wear.

### **b) Workforce Welsh language skills**

All vacancies state 'Welsh desirable' as standard, unless a post is assessed as 'Welsh essential' or requiring skills to be acquired by the successful candidate. The process to assess changes to language requirements will be supported by the Recruitment Team in Gwent Police's People Services Department.

Externally, posts are advertised in Welsh as well as English, and Welsh versions of information relating to that post, as well as application forms are published. All applications for new posts require candidates to indicate their level of Welsh ability, and, whether they would like to complete the recruitment process in Welsh.

### **c) Signage**

All new or replacement signage is now produced bilingually across the police estate with the Welsh positioned so that it is likely to be read first.

## 8. Challenges

We do not currently have any challenges in respect of specific Standards lodged with the Welsh Language Commissioner.

We will continue to engage with the Welsh Language Commissioner's Office regarding any identified good practice or emerging challenges as we continue to improve and enhance the delivery of a bilingual service to the citizens of Gwent.

## 9. Contact Us

For further information on how we comply with Welsh Language Standards, or to provide feedback on how we can engage more effectively with Welsh speakers and learners in our communities, please contact:

The Office of the Police and Crime Commissioner  
Police Headquarters  
Cwmbrân  
Croesyceiliog  
Cwmbran.  
NP44 2XJ

E-mail: [Commissioner@gwent.pnn.police.uk](mailto:Commissioner@gwent.pnn.police.uk)

Phone: 01633 642200

Twitter: @gwentpcc

Facebook: <https://www.facebook.com/gwentpcc/>

Instagram: <https://www.instagram.com/gwentpcc/>

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

## **10. Appendix:**

### **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

**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