

Mae'r ddogfen hon ar gael yn Gymraeg



**HEDDLU  
GWENT  
POLICE**

**WELSH LANGUAGE  
STANDARDS ANNUAL  
REPORT  
2021 | 2022**



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# FOREWORD

During the period covered by this Annual Monitoring Report, across the public sector in general, the Covid-19 pandemic has led to changes in business practices. For example, greater use of remote working and meetings that would have previously been held as face-to-face gatherings have often been held on-line.

Despite these changes in some aspects of our business, our commitment to continue to offer members of the public access to Welsh language policing services has continued, both in person and via our Welsh language website. We have also been able to work successfully with Careers Wales and Coleg Gwent to promote our recruitment opportunities to young people who have Welsh language skills.

We have continued with our Level 1 Welsh Skills mandatory training for all staff and have developed a rolling programme of internal communications to highlight the use of Welsh in the workplace, e.g. Welsh word of the Week in the staff news bulletin.

Our ability to engage in on-line meetings through the medium of Welsh with members of our community and with our own staff has been limited by technological restrictions. We welcome the news that the Welsh Language Commissioner's Office has been working with Microsoft to enable the use of simultaneous translation on the Teams platform. This feature will be a very important tool for us in being able to offer consistent, high quality language choice to our service users.

We continue to identify ways that we can improve the provision of our Welsh language services and the use of Welsh within the workplace. We value the contributions of the Welsh speakers and learners in our communities and within our own organisation, as they are our key partners in pushing forward with these improvements.

The Welsh language is an important part of our heritage, it must be championed and valued throughout Wales. Gwent Police is committed to engaging with all our communities through the medium of Welsh, and we must continually strive to embed Welsh language into all aspects of our work.

*P. C. Kelly*

**PAM KELLY**

**CHIEF CONSTABLE | GWENT POLICE**







## HIGHLIGHTS

### REVIEW OF INTERNAL USE OF WELSH POLICY

During this reporting period Gwent Police has reviewed and re-issued its Internal Use of Welsh Policy. This policy was due for review after being operational for three years. It was pleasing to note that in that three-year period, the internal use of the Welsh language has flourished. A programme of articles for our intranet, “Y Bît/The Beat” has been designed to maintain awareness of the Welsh language and promote its use daily throughout the organisation. This programme of awareness includes interviews with Welsh speaking colleagues and a Welsh Word of the Week section within the organisation’s weekly staff bulletin.

During this reporting period, the internal Network of Welsh Speakers and Learners has joined with other staff networks in taking a more active role to promote practical understanding of the issues faced by minority groups amongst the employee cohort. All staff networks are now invited to attend regular and separate meetings with the Chief Constable, Deputy Chief Constable and Head of People Services to ensure that they have a voice within decision making processes, development of new policies and initiatives and processes around staff engagement activity.

### DELIVERY OF MANDATORY LEVEL 1 WELSH LANGUAGE SKILLS TRAINING PROGRAMME

Mandatory Level 1 Welsh sessions for existing staff were significantly impacted by the pandemic. Non-essential face-to-face training sessions were suspended during the period March 2021 to August 2021. Despite this, all new entrants joining Gwent Police in 2021/22 received a Level 1 Welsh input upon induction, this was delivered by our Welsh Language Policy Officer either as a Teams session or as face-to-face but socially distanced training.

### WELSH LANGUAGE RIGHTS DAY

In celebration of Welsh Language Rights Day 2021 Gwent Police published, on Y Bît/The Beat, an interview with one of our Welsh speaking officers. This interview was the core message of the day to help raise awareness that we do have Welsh speaking colleagues within the organisation who are focused on improving their Welsh language skills and using those skills to interact professionally with members of the public and other colleagues. The title of the interview and associated article was “Embracing the Welsh language in policing”.

### NEW POLICE HEADQUARTERS

In late 2021 Gwent Police staff began moving into the new Headquarters building in Llantarnam, Cwmbrân. The Welsh Language Policy Officer was included in the project team meetings and wayfinding design from early on. Having the appropriate input regarding bilingual signage from the start has enabled Gwent Police to ensure that compliance with the Welsh Language Standards has been met. All public facing signage is bilingual with the Welsh appearing above or to the left of the English.

## 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 2020 to 31st March 2022, no complaints regarding lack of Welsh language service were received.

## POSTS ADVERTISED IN 2021/22



In the reporting period 1st April 2021 to 31st March 2022 a total of 330 posts were advertised:

- **300 posts were advertised as Welsh desirable (Level 1).**
- **12 posts were advertised as Welsh essential (Level 2 or above).**
- **18 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 2022, 209 employees (8%) have yet to receive the training. A revised training schedule will continue in 2022/23 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: 4 students enrolled**
- **Sylfaen 1: 2 students enrolled**
- **Sylfaen 2: 1 student enrolled**
- **Canolradd 1: 1 student enrolled**
- **Uwch 2 (Rhan 1): 1 student enrolled**
- **Uwch 2 (Rhan 2): 2 students 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. During the reporting period 2021/22 we have seen a marked increase in the number of colleagues declaring Welsh language skills at Levels 2, 3, 4, and 5. We suspect that this is due to a number of sustained efforts to encourage colleagues to declare their skills and colleagues having more confidence to do so.

WELSH LANGUAGE SKILLS OF EMPLOYEES			
LEVEL	NUMBER OF EMPLOYEES		
	2019/2020	2020/2021	2021/2022
1	1765	1912	2034
2	38	41	68
3	20	22	34
4	34	37	47
5	21	27	42
TOTAL	1878	2039	2225
TOTAL NUMBER OF EMPLOYEES	2262	2447	2543

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





## MONITORING AND OVERSEEING COMPLIANCE WITH THE STANDARDS



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.

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 People Services. The Head of People Services 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 Head of People Services. 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 did take place in April 2021, July 2021, October 2021 and January 2022. 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: 54, down from 104 in 2021

Number of business processes/practices where actions to improve are already underway or partially completed: 108, down from 173 in 2021

Number of business processes/practices where Welsh language services are successfully embedded: 598, up from 512 in 2021

Total number of business processes/practices reviewed or improved in 2021/22: 115

The internal Welsh language translation service has been monitored in more detail during this reporting period, this has enabled us to identify an increase in translation demand of 7% since 2020/21. 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 Bît". 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, Coleg Gwent and Bridgend College to promote our vacancies and stress the importance of Welsh language skills.

### WEBSITE AND SOCIAL MEDIA

Gwent Police now has around 550 followers of our Welsh medium Facebook page, an increase of 31% compared to last year's figure, and 425 followers of our Twitter account, a decrease of 24% compared to last year's figure. Members of the public are also welcome to contact Gwent Police's Social Media desk in Welsh or English.

### RECEPTION SERVICES

All of our Station Enquiry Officers and 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](http://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 amend 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 2021/22, the Welsh Language Policy Officer has made positive contributions to 34 policies and procedures, including, for example, Fairness at Work Procedure, Information Security Policy, Gym Safe Use Policy, Firearms Licensing Policy and Interpreter and Translator Policy.

## COMPLIANCE WITH OPERATIONAL STANDARDS



### 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. 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, 339 colleagues had yet to enter a level on their personnel record. We recognise this as an area for improvement during the next reporting period.

All staff joining Heddli 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:

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



