



# Gwent Police Welsh Language Standards Annual Report 2019-20

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## 1 Foreword

Each year, the publication of our Welsh Language Standards Annual Monitoring Report provides an opportunity to reflect on what has been achieved and what is yet to be achieved. During 2019/20 Gwent Police has been able to take positive steps forward in a number of different but equally important ways. Information about these developments can be found in the pages of this report. Something that's more difficult to capture in writing is the wonderful positivity and passion for the Welsh language that was evident at our event "Cymraeg Ein Hiaith / Welsh – Our Language", held at the Lysaght Institute on the 28<sup>th</sup> of February 2020. It was a pleasure for me to open the event and to be able to speak directly to all those who attended, some Welsh speakers, some not. I'm grateful to the Welsh speakers and learners in our communities, and our Welsh language partner organisations, for all the support and encouragement that they provide to Gwent Police as we work with them to improve the quality and range of our Welsh language services, and to attract more Welsh speakers and learners to work for us.

In recognising and recording our achievements to date, I am keenly aware that there are still many milestones ahead for Gwent Police before we have achieved the high standards of Welsh language service that we aspire to and that the people of Gwent deserve. My commitment to those who wish to use the Welsh language with Gwent Police is a simple one - that the choice of using Welsh is, and will continue to be, a real choice. With that principle as our touchstone, Gwent Police looks back at the achievements of 2019/20 with pride and looks forward with determination to the achievements yet to come.

The provision of a bilingual policing service to the citizens of and visitors to Gwent continues to be a priority for both the Office of the Police and Crime Commissioner and Gwent Police.

I welcome the publication of Gwent Police's Welsh Language Standards Annual Monitoring Report, which demonstrates the Chief Constable's continued commitment to becoming an organisation that enables a choice for those who wish to use Welsh language. Whilst there is much to celebrate, providing a bilingual service continues to present challenges. Working together, the Office of the Police and Crime Commissioner and Gwent Police will continue to identify opportunities to grow a bilingual workforce that is capable and confident in its use of the Welsh Language.

I hope that you enjoy reading about the progress Gwent Police has made during 2019/20 and I invite you to get in touch if you have any comments for us on how we can continue to improve.	
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***[Signature & photo]***

***[Signature & photo]***

Pam Kelly  
Chief Constable

Jeff Cuthbert  
Police and Crime Commissioner

## **2 Achievements**

### **Introduction of Welsh Language Monitoring Framework**

During 2019/20, Gwent Police has seen the collection of the first complete annual data set of evidence for compliance with Welsh Language Standards. This has enabled us to pinpoint areas of strength and also to identify areas where improvement is needed. Each area of business has its own bespoke Welsh Language Standards Action Plan which acts as a tool for regular feedback, every three months, as to how the Standards are being met within that area of business. Performance is rated by a “traffic light” system of “Red – performance needs to improve”, “Amber – actions are underway to improve performance” and “Green – performance is satisfactory”. The Action Plans also capture evidence of innovative solutions or good practice which can be shared. Performance of Welsh language service delivery and compliance with Welsh Language Standards is monitored at the People Strategy Board, which is chaired by the Deputy Chief Constable. Scrutiny of performance is provided by the Office of the Police and Crime Commissioner.

### **2 Iaith 2 Sgil Gwaith / 2 Languages 2 Work Skills Initiative**

The 2 Iaith 2 Sgil Gwaith logo was developed in 2019 as a branding for Gwent Police to use when targeting Welsh speakers and learners in our communities with recruitment messages . The logo is also used in internal messaging to colleagues to promote the use of Welsh inside the organisation as well as with members of the public.

A range of 2 laith 2 Sgil Gwaith promotional merchandise was purchased and distributed at events such as Welsh medium school careers events, the merchandise has also been used to promote the Welsh Speakers and Learners staff network.

### **Recruitment of Welsh speakers to Force Communications Suite**

During the period 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020, Gwent Police has undertaken two recruitment campaigns to attract Welsh speakers and learners to work in the Force Communications Suite, where 999 calls and 101 calls are received and dealt with. During the summer of 2019, Gwent Police conducted its first ever Welsh medium assessment centre process for Force Communications Operators candidates. This meant that Welsh speaking candidates were able to have their key skills for the role tested through the medium of Welsh rather than English in order to eliminate any linguistic disadvantage and to help them feel more comfortable with the selection process in general. The results of the Welsh medium assessment centre were very successful, and this has helped to illustrate the value and complexity of being bilingual. Language choice for Force Communications Operators assessment centres is now standard.

### **Cymraeg Ein Hiaith Event**

On 28<sup>th</sup> February 2020, Gwent Police held 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. 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.

Attendees were consulted on their opinions with regard to how Gwent Police can best develop Welsh language 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 2021 – 2023. The joint Strategy will be published on 6<sup>th</sup> December 2020 to celebrate Welsh Language Rights Day.

### **Dyn Ni'n Siarad Cymraeg / We Speak Welsh Initiative**

In 2019 Gwent Police worked with colleagues from its Welsh Speakers and Learners staff network, and our Heddlu Bach, group to produce a video that is designed to publicise the fact that there are Welsh speakers and learners within the organisation. The video is used to promote this message internally and externally, with the video having its formal launch on 6<sup>th</sup> December 2019 to promote Welsh Language Rights Day and encourage members of the public to use Welsh with us.

The “Dyn Ni’n Siarad Cymraeg” initiative is broader than just this one video. Gwent Police is currently in the process of filming a variety of Welsh speaking colleagues in different roles across the organisation talking about their specific role and how they use their Welsh language skills. The first of these videos has been completed with a Sergeant talking about her role and experiences of using the Welsh language. Other videos to be filmed in 2020 will feature an operator from our Force Communications Suite, a Community Support Officer (CSO) and a police staff colleague.

All these videos will be used to promote the message to young people leaving school that their Welsh language skills are valuable in the workplace and to act as a recruitment tool for the variety of roles that are on offer within Gwent Police. The videos will also be used to promote to employees of Gwent Police that Welsh language skills of any level are valued and useful in the workplace.

### **Introduction of Bilingual Corporate E-mail Signature Templates**

In February 2020, new bilingual corporate e-mail signature templates were introduced in order to ensure compliance with relevant Welsh Language Standards. All employees are expected to use the corporate template which includes the “Siarad Cymraeg” (Welsh speaker) and “Dysgu Cymraeg” logos that can be attached to an individual’s e-mail signature.

### 3 Joint Welsh Language Strategy

Gwent Police and the Office of the Police and Crime Commissioner have published a joint Welsh Language Strategy for the period 2017 - 2020. This document makes clear the pledges that both organisations are making to the Welsh speakers and learners of Gwent to ensure that an equal quality of services in both Welsh and English is our ultimate and shared goal.

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 full Strategy is published on our website, [click here](#) to see it. The current Strategy will be evaluated in 2020 and a new Strategy will be produced for the period 2021 – 2023.

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.

## **4 Complaints**

During the reporting period 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020, no complaints regarding lack of Welsh language service were received. However, we constantly seek to improve our Welsh language service delivery by scrutinising our own performance and by engaging with Welsh speaking colleagues and local Welsh language partner organisations.

## **5 Posts Advertised in 2018/19**

In the reporting period 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020 a total of 246 posts were advertised:

70 posts were advertised as Welsh essential

176 posts were advertised as Welsh desirable

Since 13<sup>th</sup> August 2019, person specifications for all posts contain the following statement: "Level 1 Welsh essential (training will be given). Welsh language skills Level 2 and above are desirable"

Where a specific Level of Welsh is required as a core element of a role, this is stated specifically.



## **6 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 1<sup>st</sup> April 2019 and 31<sup>st</sup> March 2020 446 (20%) employees attended this training.

By 31<sup>st</sup> March 2020, 1765 employees (78%) had received the training. This mandatory training will continue in 2020/21 until all employees have attended.

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

Opportunities are available for employees to enrol on internal Welsh for Adults courses that are provided by Coleg Gwent. Where possible, employees attend during work time. During the reporting period, the following courses were in progress:

Mynediad: 14 students enrolled

Sylfaen: 4 students enrolled

Uwch: 2 students enrolled

## 7 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 rise in the number of Welsh speaking colleagues at Levels 3, 4 and 5, and a sustained growth in Level 1 skills due to the mandatory training.

Welsh Language Skills of Employees			
Level	Number of Employees		
	2017/18	2018/19	2019/20
1	763	1598	1765
2	35	39	38
3	10	24	20
4	18	34	34
5	12	22	21
Total	820	1717	1878
Total number of employees	2054	2138	2262

### 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

## **8 Monitoring and Overseeing Compliance with the Standards**

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 with reports from those meetings going forward to the next level of scrutiny which is a higher level meeting known as the People Strategy Board. Many senior police officers and staff attend these board meetings so that they can take information back to their own teams about Welsh language matters, as well as assisting in problem solving where difficulties or questions arise.

Any significant matters are then raised at 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.

In 2019/20 the process of establishing base line data about compliance with Welsh Language Standards has been completed. Following the introduction of bespoke Welsh Language Action Plans for every area of business, matters of service improvement and instances of good practice are pinpointed for attention.

In August 2019 membership of the Welsh Language Board was reviewed to ensure that every department of the organisation is represented by officers of appropriate rank or grade.

## **9 Compliance with Service Delivery Standards**

### **a) 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.

### **b) Recruitment**

Through targeted recruitment activities using resources from the 2 Iaith 2 Sgil Gwaith and Dyn Ni'n Siarad Cymraeg initiatives, Gwent Police has continued to raise awareness that we value Welsh language skills and are seeking to appoint individuals with those skills to a wide range of posts. Gwent Police promotes its vacancies on its website and other social media channels, via Welsh language partner organisations such as Welsh Medium schools and Mentrau Iaith and via Welsh language specialist recruitment agencies.

During 2019/20. Gwent Police has worked with Careers Wales, Ysgol Gyfun Gwynllyw and Islwyn High School to promote the value of Welsh language skills in the workplace.

### **c) Website and social media**

Gwent Police now has around 369 followers of our Welsh medium Facebook page, an increase of 39% compared to last year's figure, and 510 followers of our Twitter account, an increase of 11% 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.

### **d) 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.

### **e) 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.

#### **f) 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.

## **10 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 proposed revisions to existing policies, 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 all policies 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 2019/20, the Welsh Language Policy Officer has made positive contributions to 41 policies and procedures, including, for example, Fairness at Work Policy, Data Breach Reporting Policy and Transfers from Police Custody Appropriate Adult Protocol.

## **11 Compliance with Operational Standards**

### **a) Staff support**

Comprehensive Welsh Language Standards guidance for staff is published on the Gwent Police intranet “The Beat / Y Bŵt” 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.

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

In 2019/20, some work has continued review all posts to assess which of them require Welsh language skills. We undertake to complete this work during the reporting period 2020/21. Further information on the findings of this review will be published in the next Annual Monitoring Report.

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 where necessary, whether they would like to complete the recruitment process in Welsh.

### **c) 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.

## 12 Challenges

In August 2019, the Welsh Language Commissioner made a decision on the challenge made by all Welsh Forces in respect of Standards 26A and 27A which require simultaneous translation at interview. The Commissioner's decision was not to impose Standards 26A and 27A, but to impose, instead, Standards 26B and 27B. Standards 26B and 27B require Gwent Police to provide a consecutive translation service in the event that an individual being questioned or providing a statement has chosen to use Welsh, but a Welsh speaking officer is not available to conduct the formal interview in Welsh.

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

## 13 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:

by e-mail: [Catherine.Baldwin@gwent.pnn.police.uk](mailto:Catherine.Baldwin@gwent.pnn.police.uk)

by telephone: 07970 005014

by Twitter: @gwentpolice

by Facebook: <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.



For OPCC use only

**Office of the Chief Constable**

I confirm that the above report has been discussed and approved at a formal Chief Officers' meeting.

It is now forwarded to the OPCC for **approval / information / monitoring purposes.**

  
**Signature:**

**Date : 12/08/20**

**Police and Crime Commissioner for Gwent**

I confirm that I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct.

The above request has my approval.

**Signature:**

**Date:**