



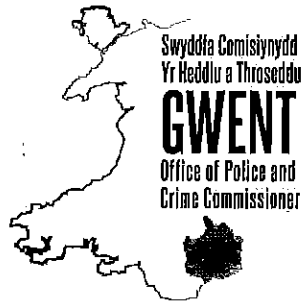
<b>Police and Crime Commissioner for Gwent Decision</b>	
PCCG-2016-075	Police and Crime Commissioner for Gwent Decision
Subject	Joint Welsh Language Annual Update 2016/17.
Summary	To record the decision of the Police and Crime Commissioner regarding the publication of the joint Welsh Language Annual Update for 2016/17.

### **DECISION**

1. The Annual Update provides a position statement on the number of Welsh speaking officers and staff across the Office of the Police and Crime Commissioner and Gwent Police.
2. It is an interim report that has been produced in accordance with the requirements of the Welsh Language Commissioner during the implementation of the Welsh language standards.
3. I accept and note the Annual Update and commend it to the Welsh Language Commissioner.

<b>Jeff Cuthbert B.SC., MCIPD, Police and Crime Commissioner for Gwent</b>	
I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with my code of conduct. Any such interests are recorded below.	
The above request has my approval.	
Signed	Date
	8/12/16

<b>Contact Officer</b>	
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<b>Background papers</b>	 2016-075 Joint Welsh Language Ann



**OFFICE OF THE POLICE AND  
CRIME COMMISSIONER  
FOR GWENT  
AND  
GWENT POLICE**

**WELSH LANGUAGE UPDATE  
REPORT 2015-16**

## Welsh Language Update Report 2015-16.

### 1. INTRODUCTION

This Annual Report provides an update specifically on the numbers of personnel who have Welsh language skills, written and spoken across the Office of the Police and Crime Commissioner (OPCC) and Gwent Police. As agreed between the Welsh Language Commissioner and the National Police Chiefs Council (NPCC) Welsh Language Lead, DCC Gareth Pritchard (confirmation letter included at Appendix A), this Report replaces the usual, detailed account of progress against our previous Welsh Language Scheme, allowing for continued focus on implementation of the new Welsh Language Standards – an overview of work around this is provided at the end of this document.

#### The Role of the Police and Crime Commissioner

The Police and Crime Commissioner (the Commissioner) is responsible for making sure the service provided by Gwent Police is efficient and effective. The Commissioner has a duty to:

- Set the strategic direction and accountability for policing;
- Work with partners to reduce and prevent crime and re-offending;
- Represent the public, in particular the vulnerable and victims;
- Contribute to resourcing of policing response to regional and national threats; and
- Ensure value for money in the way policing services are provided.

The Commissioner ensures that the policing needs of Gwent are met as effectively as possible, bringing communities closer to the police and building public trust and confidence. One of the specific duties of the Commissioner is to ***“hold the Chief Constable to account for the performance of the Force’s officers and staff, including any duties relating to equality and diversity”***.

The OPCC employs 15 staff, not including the Commissioner who is a publicly elected official, with two additional employees seconded from Gwent Police (actual staff numbers, not full-time equivalent).

#### Policing in Gwent

Gwent Police has two Local Policing Areas – East, which covers Newport and Monmouthshire, and West, which incorporates Caerphilly, Torfaen and Blaenau Gwent. Gwent Police has an establishment of 1144 officers, 679 staff and 157 Community Support Officers (CSOs) (correct as of 29/03/16). Our workforce is 12% smaller than in 2010, although there has been an increase in the level and complexity of demands – during 2015/16 Gwent Police dealt with 192,948 incidents and 35,690 crimes.

Gwent Police is split into five Service Areas:

- Neighbourhood Policing and Partnership – includes neighbourhood policing, response policing and the investigation of volume crime.
- Crime Investigation – includes public protection, serious and organised crime, intelligence and major incidents.
- Operational Support – includes armed policing, firearms training, the Force Communications Suite and Custody.
- Service Development – includes Business Change, Service Improvement and Performance
- Business Support – includes Information and Communications Technology (ICT), People Services, Fleet, Estates and Finance

## 2. WELSH LANGUAGE SKILLS ASSESSMENT

Welsh language capability for the OPCC and Gwent Police is measured against a Competency Framework (included at Appendix B). There are five skill levels that all staff have been required to measure themselves against. The breakdown of staff with Welsh language competencies is as follows:

### Office of Police and Crime Commissioner

Welsh Spoken Level	No. of Personnel
1	5
2	1
3	0
4	0
5	1
<b>Total</b>	<b>7</b>

Welsh Written Level	No. of Personnel
1	6
2	0
3	0
4	0
5	1
<b>Total</b>	<b>7</b>

### Gwent Police

Welsh Spoken Level	No. of Personnel
1	60
2	18
3	10
4	15
5	12
<b>Total</b>	<b>115</b>

Welsh Written Level	No. of Personnel
1	4
2	2
3	2
4	12
5	29
<b>Total</b>	<b>29</b>

**Community Profile (based on 2011 Census Data)**

	<b>Residents aged 3 and over</b>	<b>Can speak Welsh *</b>
Caerphilly	171,972	<b>19,251</b>
Blaenau Gwent	67,348	<b>5,284</b>
Torfaen	87,844	<b>8,641</b>
Monmouthshire	88,609	<b>8,780</b>
Newport	139,849	<b>13,002</b>
	555,622	<b>54,958</b>
		<b>10%</b>
	<b>Establishment</b>	
Gwent Police	1,980	<b>6%</b>
OPCC	15	<b>47%</b>

**3. Welsh Language Standards**

The Commissioner and Chief Constable received their respective 'Notices to Comply' on the 30<sup>th</sup> September 2016. Work is currently underway to ensure compliance against the Standards within the timescales for imposition and is being undertaken jointly where possible. Collaboration with the three other Welsh Forces and their respective Commissioners is on-going, with regular All-Wales Welsh Language Group meetings taking place.

In Gwent, we are in the process of appointing a full time, permanent Welsh Language Policy Officer and will be seeking to employ a full time, permanent Welsh Language Translator over the coming months. These posts will significantly improve our capabilities in relation to successful delivery against the Standards.

Both the Commissioner and the Chief Constable remain committed to ensuring that the Welsh and English languages have equal status within the workplace and in delivery of policing services to the public.

Mel Huws  
Comisiynydd y Gymraeg  
Welsh Language Commissioner

01/01



Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner

Gareth Pritchard  
Dirprwy Brif Gwnstabl  
Heddlu Gogledd Cymru  
Pencadlys yr Heddlu  
Glan-y-Don  
Bae Colwyn  
LL29 8AW

03/10/2016

Annwyl Gareth Pritchard

**Cynllun Iaith Gymraeg – trefniadau adrodd 2015-16**

Dioch am eich llythyr (dyddiedig 02/09/16) a anfonwyd gennych yn rhinwedd eich rôl fel Cadeirydd Gweithgor Iaith Gymraeg Heddluoedd Cymru, ynghylch trefniadau adrodd ar gynlluniau iaith Gymraeg 2015-16.

Mae'r Comisiynydd yn nodi eich pryder na fydd y gofyniad i lunio adroddiadau cryno fel a amlinellwyd yn yr ohebiaeth atoch (dyddiedig 13/07/16) yn gwneud y defnydd gorau o'ch adnoddau cyfyngedig. Noda hefyd eich sylw bod yr heddluoedd wedi adolygu eu darpariaeth iaith Gymraeg a chynnal dadansoddiad bwich wrth baratoi ymateb i'r hysbysiadau cydymffurfio drafft a bod y Comisiynydd eisoes wedi cyfleu nad yw'n ofynnol i sefydliadau gyflwyno gwybodaeth yn eu hadroddiadau monitro a gyflwynwyd eisoes fel rhan o ymchwiliad safonau.

Wedi ystyried eich llythyr, ac o ystyried bod hysbysiad cydymffurfio terfynol wedi ei gyflwyno i holl heddluoedd Cymru ar 30/09/16, gallaf gadarnhau bod y Comisiynydd yn cytuno i'ch cais i'r adroddiadau monitro blynyddol ar gyfer 2015-16 gynnwys gwybodaeth am yr adran ar sgiliau iaith Gymraeg staff yn unig. Os dymunwch drafod ymhellach mae croeso i chi gysylltu â mi.

Yn gywir,

**Fflur Roberts**  
Ar ran Comisiynydd y Gymraeg

Comisiynydd y Gymraeg  
Siambrau'r Farchnad  
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## **Communication Skills through the Medium of Welsh**

### **1. Elements**

The key requirements for staff with regards to the Welsh language are:

- To show linguistic sensitivity and awareness;
- To show willingness to learn Welsh and use it in the workplace;
- To understand Welsh;
- To facilitate language choice on the part of the customer;
- To speak Welsh;
- To write in Welsh (where appropriate); and
- An ability and willingness to use Welsh at work with the public.

### **2. Competency Framework**

The levels in the Competency Framework give an indication of current competence, ranging from Level 1 (basic Welsh language skills), to Level 5 'proficient' (competent, confident and willing to use Welsh with the public within the course of duties).

The levels are defined by a series of 'can-do' statements, which:

- Define levels of ability in terms of what language users can typically do at each level of the Framework; and
- Make it easier for users to understand what each level means in relation to what language users actually do.



## Competency Framework

Examples of Welsh Language Usage	Level 1	Level 2	Level 3	Level 4	Level 5
<ul style="list-style-type: none"> <li>In an Office</li> </ul>	<p>Can say place names, Welsh first names or Welsh signs correctly.</p> <p>Can recognise departments, locations, ranks in Welsh.</p> <p>Can greet and introduce others in Welsh.</p>	<p>Can understand the essence of a conversation on Welsh.</p> <p>Can convey basic information, e.g. simple admin or routing tasks.</p>	<p>Can understand much in the office or in meetings.</p> <p>Can take and pass on messages likely to require attention during a normal working day.</p>	<p>Can contribute effectively in meetings within own area of work and argue for or against a case.</p>	<p>Can interview Welsh speaking applicants for posts and assess their suitability.</p>
<ul style="list-style-type: none"> <li>On the Phone</li> <li>On Reception</li> <li>Police Station Counter</li> </ul>	<p>Can provide bilingual greeting appropriate to location.</p> <p>Can greet visitors and enable language choice.</p>	<p>Can understand requests for assistance and responds in Welsh to simple requests.</p> <p>Can use Welsh to transfer calls.</p>	<p>Can respond to general enquiries over the phone and face-to-face.</p> <p>Can take details or make a note from Welsh conversation.</p>	<p>Can deal enquiries with effectively.</p> <p>Can understand dialect differences.</p>	<p>Can deal with complex or sensitive enquiries or complaints from the public and deal confidently with hostile questions.</p>
<ul style="list-style-type: none"> <li>Public Meetings</li> <li>Talking to the Media</li> </ul>	<p>Can open and close meetings and welcome participants bilingually.</p>	<p>Can introduce oneself and others by name, rank, role and location</p>	<p>Can converse or present in part in Welsh but turns to English when discussing details</p>	<p>Can chair a meeting and respond to questions in Welsh.</p>	<p>Can provide Welsh language presentations.</p> <p>Can answer complex or</p>

Examples of Welsh Language Usage	Level 1	Level 2	Level 3	Level 4	Level 5
<ul style="list-style-type: none"> <li>Police Officer Duties</li> </ul>	<p>Can show linguistic courtesy by opening and closing a conversation.</p> <p>Can give and receive personal details.</p> <p>Can say place names, first names or Welsh signs correctly.</p>	<p>or organisation.</p> <p>Can understand the essence of a request from the public and respond to simple requests.</p> <p>Can give and receive instructions and directions.</p>	<p>of core business, answering questions or using complex information.</p> <p>Can converse partly in Welsh but turns to English in discussion and to give detailed information.</p> <p>Can describe people and locations.</p>	<p>Can describe a situation or event in Welsh, but turns to English for technical or policing terms.</p> <p>Can deal with the public in most situations in Welsh but turns to English when using policing or technical terminology.</p>	<p>hostile questions in Welsh to the extent that he/she has the necessary specialist knowledge.</p> <p>Can deal effectively with complex enquiries from the public or confrontations in Welsh.</p> <p>Can interview or question in the course of an investigation in Welsh.</p>
<ul style="list-style-type: none"> <li>Writing</li> </ul>	<p>Can write a simple routine request to a colleague, such as 'Can I have... please?'</p>	<p>Can write a short note of request to a colleague or known external contact.</p>	<p>Can write informal internal memos and e-mail messages and deal with routine requests.</p>	<p>With editorial help, can write business letters, e-mails and posters for external customers.</p>	<p>Can write reports and presentations and make full and accurate notes in a meeting.</p>