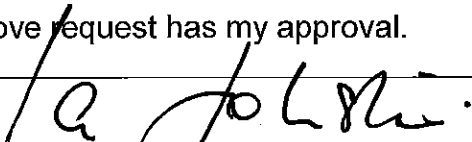


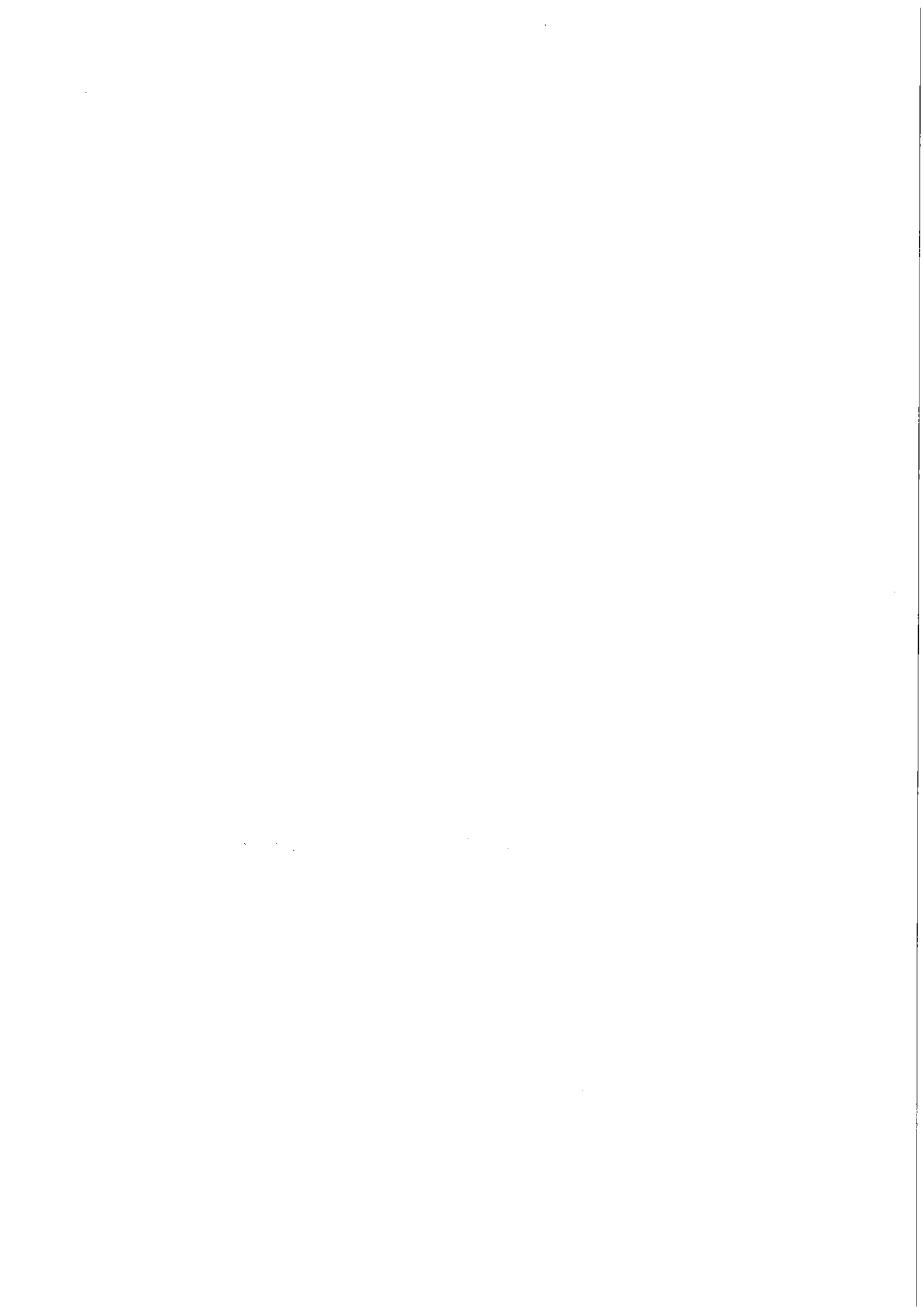
Police and Crime Commissioner for Gwent Decision	
PCCG-2013-115	Police and Crime Commissioner for Gwent Decision Session
Subject	Welsh Language Scheme Annual Review
Summary	To record the decision of the Police and Crime Commissioner regarding the annual monitoring of the Welsh Language Scheme 2012/13.

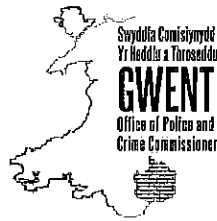
DECISION

1. The annual monitoring report sets out the progress of the Office of the Police and Crime Commissioner for Gwent and Gwent Police with regard to its Welsh Language Scheme (2011-14) and the provision of Welsh language services.
2. I accept and note the annual report and commend it to the Welsh Language Commissioner.

Ian Johnston QPM, Police and Crime Commissioner for Gwent	
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 28-10-13

Contact Officer	
Name	Shelley Bosson
Position	Chief Executive
Telephone	01633 643077
Email	Shelley.Bosson@gwent.pnn.police.uk
Background papers	Welsh Language Scheme Annual Report





OFFICE OF POLICE & CRIME COMMISSIONER FOR GWENT AND GWENT POLICE WELSH LANGUAGE SCHEME - ANNUAL MONITORING REPORT 2012-13

1. INTRODUCTION

This annual monitoring report sets out the progress of the Office of the Police and Crime Commissioner for Gwent and Gwent Police with regard to its Welsh Language Scheme (2011-14) and the provision of Welsh language services.

Police & Crime Commissioners and police forces in Wales have adopted the principle that, in the conduct of public business and the administration of justice in Wales, they will treat the English and Welsh languages on a basis of equality.

The last annual monitoring report (for Gwent Police Authority and Gwent Police) was submitted in October 2012 and reporting timelines are now in line with the other three police forces in Wales. This monitoring report covers the period from 1 November 2012 to 30 September 2013.

Police & Crime Commissioners

In November 2012, the Police Service experienced the biggest governance change in a generation with the introduction of Police & Crime Commissioners. Previously, police forces were held to account by Police Authorities, a scrutiny body made up of both elected and independent members. Police & Crime Commissioners now have responsibility for overseeing the business of the Force. The Commissioner ensures that the policing needs of Gwent are met as effectively as possible, bringing communities closer to the police, building confidence in the system and building trust.

The Office of the Police and Crime Commissioner provides support to the Commissioner in carrying out his duties and responsibilities. The Office provides a wide range of support and advice to the Commissioner in areas such as meetings and engagement, equality and diversity and performance.

Policing in Gwent

The Force area covers the Unitary Authorities of Newport, Caerphilly, Torfaen, Blaenau Gwent and Monmouthshire, with a total population of c557,000.

The Office of Police & Crime Commissioner employs all staff, 14 directly to support the work of the Commissioner and 2,257 who are under the direction and control of the Chief Constable.

	Number - Full Time Equivalent
Police Officers	1,361
Police Staff (incl. CSOs)	896
Police Staff (excl. CSOs)	681
Office of Police & Crime Commissioner	14

In 2007, Gwent Police embarked on a major change programme called 'Staying Ahead' to restructure the force, develop a culture of innovation and create efficiency savings to generate savings of £10.5m to be reinvested in front-line policing. Gwent Police were ahead of the curve in getting our house in order financially, as following the Government's Comprehensive Spending Review in 2010

and subsequent rebalancing in 2012, the Force now needs to generate total savings of £36m by 2016/17 (the current gap is estimated to be £9 million).

As with many public bodies, Gwent Police is undertaking a major efficiency programme to achieve the savings required and improve business processes. The 'Staying Ahead' change programme has been extended to 2016/17.

Management of the Scheme

The Chief Executive is the lead officer for the Welsh Language in the Office of Police & Crime Commissioner and the Assistant Chief Constable has the lead role in Gwent Police. The Scheme is managed on a day-to-day basis by the Head of Corporate Communications. A Welsh Language Group has been established, and has been given responsibility for co-ordinating the delivery of the Scheme and is made up of senior representatives of key customer-facing departments. The Group is chaired by the Head of Corporate Communications who reports directly to the Assistant Chief Constable and the Equality and Diversity Group for internal scrutiny.

In 2013, an additional 'ideas' group was established comprising four members of Welsh speaking staff who now develop innovative ideas for internal language promotion. The work of this 'ideas' group complements the formal delivery responsibilities of the Welsh Language Group.

Each customer-facing department has a single point of contact (SPOC) for Welsh language issues and will represent that department on the Welsh Language Group. The SPOC will prepare reports for the Group and also provide verbal updates on progress against performance indicators and outstanding actions.

As per the recent correspondence received from the Welsh Language Commissioner's office, we await guidance on the new Welsh Language Standards and future reporting procedures. The Office of Police & Crime Commissioner and Force will retain a joint scheme until further guidance is received.

2. THE ALL-WALES CONTEXT

The Association of Chief Police Officers (Cymru) has signed up to the following principles:

- the Welsh and English Language have equal status
- to improve service provision to the public in their language of choice

To support these principles, it has also been agreed to adopt the following tactics:

- to develop one, innovative, Welsh Language Scheme
- to promote bilingual workplaces in order to increase the confidence of staff to use Welsh
- to encourage all new staff to demonstrate basic linguistic courtesy in Welsh
- to offer language choice in the recruitment and appointment processes
- to encourage and support staff to learn Welsh or to improve their skills
- to identify posts where there is a need for a specific level of ability in Welsh
- to provide guaranteed language choice at the primary public interfaces (public reception areas and counters; control rooms/ communication centres; custody suites; local policing teams; contact with educational establishments)

Police forces in Wales and Commissioners will aim to:

- operate more like a bilingual organisation
- increase the number of staff who can confidently speak or write Welsh and encourage them to use their skills more often to contribute to ensuring a choice of languages for the public

- raise the awareness of current and new staff regarding the police commitment to offer a bilingual service
- work towards attracting more applications from Welsh speakers and learners from Welsh communities to join the police as officers or police staff. Part of this would be to nurture more contact with Welsh speakers and with various representatives of Welsh language groups
- develop a language skills strategy that would encourage all new members of staff to demonstrate the ability to show basic Welsh language courtesy skills, in addition to concentrating on existing staff who have direct contact with the public
- ensure that Human Resources internal proceedings and procedures fully acknowledge and consider ability in Welsh to be a skill, side by side with other necessary skills
- seek opportunities to promote and develop the use of Welsh in different proceedings and procedures with the Home Office, HMIC and other Welsh police forces
- make the most of every opportunity to define their commitment to the Welsh language as part of its effort to acknowledge race and diversity matters in Wales

Progress

Our current Welsh Language Scheme incorporates the above minimum standards that have been adopted by all Police forces and Commissioners in Wales.

One of the key areas of progress towards achieving the minimum standards has been our commitment to staff skill development to compensate for the lack of external recruitment.

For the fourth year running, we have entered into a collaborative partnership with Coleg Gwent, Torfaen County Borough Council and Monmouthshire County Council to deliver formal structured training. The accreditation pathway is the WJEC Accreditation Pathway for Mynediad, Sylfaen or Canolradd, respectively. Its full title is WJEC Mynediad/Sylfaen/Canolradd Certificate in Welsh as a Second Language: The Use of Welsh, Welsh as a Second Language for Adults.

At a time when training budgets are under significant pressure, a 'ring-fenced' budget of £2,000 has been set aside for the academic year spanning from September 2013 to June 2014, to support language training. At the time of writing this report, the Force has filled all the spaces available. The breakdown of those staff now learning Welsh are shown below.

Level	No. of students
Year 7/ Pontio	1
Year 6/ Canolradd 2	1
Year 5/ Canolradd 1	1
Year 4/ Sylfaen 2	6
Year 3/ Sylfaen 1	7
Year 1/ Mynediad 1	11
Total	27

Gwent Police has also continued to participate in the all-Wales 'Welsh in the Workplace' campaign that originally received grant funding from the now abolished Welsh Language Board, to establish and develop materials. The campaign aims to increase the use of Welsh in the workplace and give confidence to those staff that already have language skills to use Welsh more widely in a business context. The campaign is called 'Rho Gynnig arna dy Gymraeg'.



Collaboration is now a significant feature of policing in Wales. Previous monitoring reports have highlighted the appointment of a Joint Strategic Director of HR (between Gwent & South Wales Police) and Joint Legal Director as well as a number of collaborative service areas that are detailed later in the report.

An in-house translator has been appointed to serve the needs of Gwent and South Wales Police and both Commissioners. Based in Bridgend, this translator is dedicated to translating printed and electronic resources for all organisations.

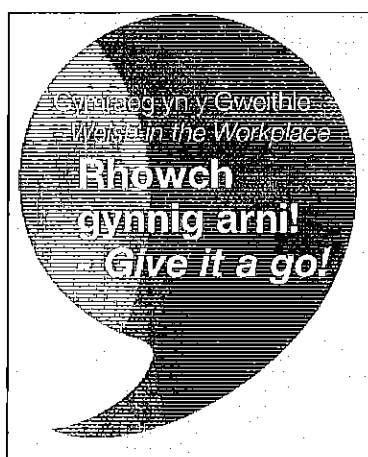
Gwent Police has a temporary freeze on recruitment for all but the most essential staff posts. The only opportunity currently available to us for enhancing Welsh language services is through the training and development of existing staff that may already have some language skills. This is particularly important in Gwent where we do not have a large pool of Welsh speakers.

Staff and officers are required to reach minimum levels of language skills. In Gwent we require our staff to reach level one in the Police Welsh Language Competency Framework and support this with dedicated funding for more formal training for priority staff outlined in the previous section.

This level one training is achieved through a collaborative partnership with South Wales Police, and we have produced a joint training CD that is delivered through formal officer training, induction packs for new staff and a dedicated intranet section for learners.

In addition to the all-Wales campaign, we have been running our own internal campaign to extend use of Welsh in the workplace.

Our internal campaign is called "Rho Gynning Arni" and has focused on 'Café Chat' sessions, encouraging Welsh speakers to meet at pre-arranged informal sessions. We have also supported this initiative with the provision of resources to support language development as we have reported in previous years.



We have used posters widely in the Force to encourage further language use and encourage participation in the campaign.

We also have an intranet site specifically to encourage use of Welsh in the workplace. The site contains an audio resource that allows staff to listen to and practice basic Welsh words and phrases.

Additional resources can also be downloaded including:

- training information
- lists of Welsh speakers in the Force and Commissioner's Office
- translation facilities
- bilingual e-mail signatures/job titles
- brief history of the Welsh language
- copy of our Welsh Language Scheme

WELSH IN THE WORKPLACE

Useful Words and Phrases

On this page you will find a list of helpful Welsh words and phrases that may come in handy in the workplace. For help with how to pronounce the phrases, then you can click on the 'Listen' button to hear how to say them.

Welsh	English	Listen
Good Morning	Bore Da	Get Welsh Phrase!
Good Afternoon	Yr Ewyllyn da	Get Welsh Phrase!
Good Night	Nos Da	Get Welsh Phrase!
Welcome	Croeso	Get Welsh Phrase!
Who's there?	Pwy sy'n hysgu?	Get Welsh Phrase!
Thanks	Dolch	Get Welsh Phrase!
Bye	Hwy! Iawn	Get Welsh Phrase!

Agor a chlo cyfarfod / Opening and closing a meeting

Dynwag / Welsh	English / Gwersig
Agor cyfarfod / Opening a meeting	
Bore da	Good morning
Yr Ewyllyn da	Good afternoon
Croeso	Welcome
Croeso i'r cyfarfod	Welcome to the meeting
Gawn ni ddechrau?	Can we start?
Gawn ni ddechrau / Iachosom ni	We will start / Let's start
Yn ddiolch i chi	Apologies
Dymuniad	Here are the minutes
Dymuniad	Here's the agenda
Ydy pawb wedi eoli y cyfarfod?	Has everybody had the minutes?
Ydy pawb wedi eoli'r agenda?	Has everybody had the agenda?
Yn ystod cyfarfod / During a meeting	
Dolch am hysgu	Thanks for that
Dolch am eich cyfarfod	Thanks for the contribution
Dolch yn fawr	Thank you very much
Gawn ni symud ymlaen?	Can we move on?
Yr eitem nesaf	The next item
Yr eitem nesaf ar yr agenda	The next item on the agenda
Clo cyfarfod / Closing a meeting	
Dolch am ddod	Thanks for coming
Dolch am eich preswoltod	Thank you for attending (being present)
Mawr amser ar ben	That's up
Rhaid i'r gyl	We must conclude/finish
Dyddiadau cyfarfod nesaf yw...	The date of the next meeting is...

We continue to support more use of Welsh in the workplace through an awareness programme to encourage those individuals chairing meetings to open and close them bilingually.

Here is an example of our briefing sheet for staff, and a supporting audio version is available on the 'Welsh in the Workplace' intranet page.

One of the major developments in public-facing communications is the launch of new innovative web-based communications tools. All websites are now bilingual.

Sut allwn ni eich helpu?

Enter your Postcode or Question...

Mynediad Cylwm

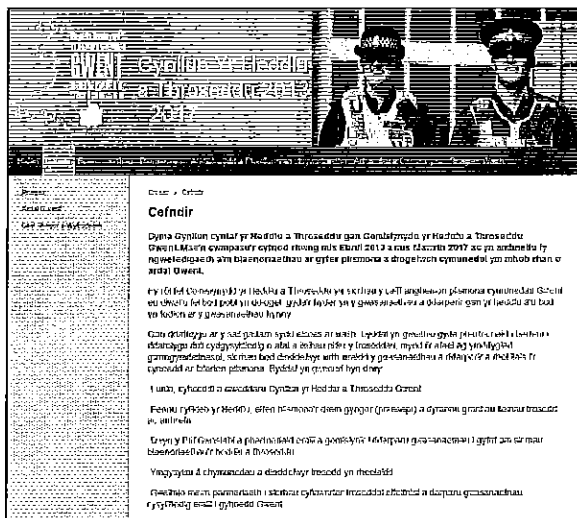
Comisiynydd yr Heddlu a Throseddau Gwent

Eich Comisiynydd yr Heddlu a Throseddau

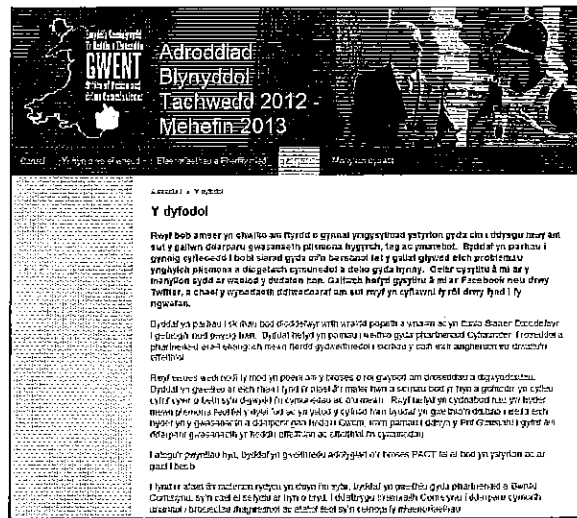
The Office of Police & Crime Commissioner site can be viewed using the following link www.gwent.pcc.police.uk.

The Force has a bilingual website. This can be viewed using the following link: www.gwent.police.uk

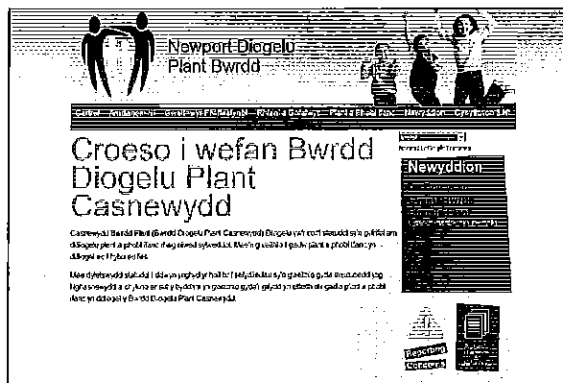
A range of other new bilingual websites have been produced for the OPCC, Force and partners:



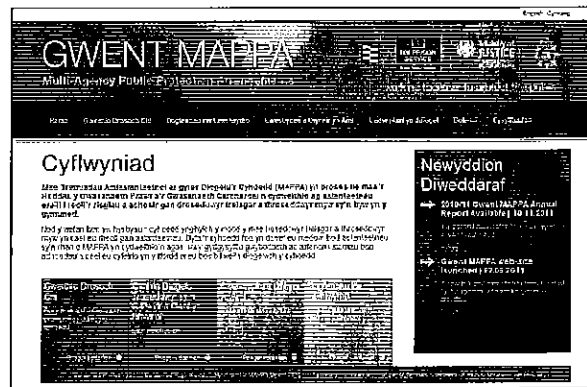
Police & Crime Plan 2013-2017



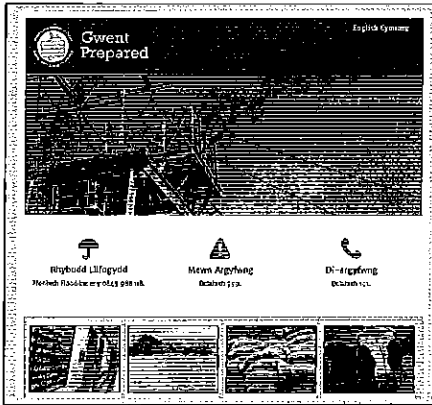
Annual Report 2012-2013



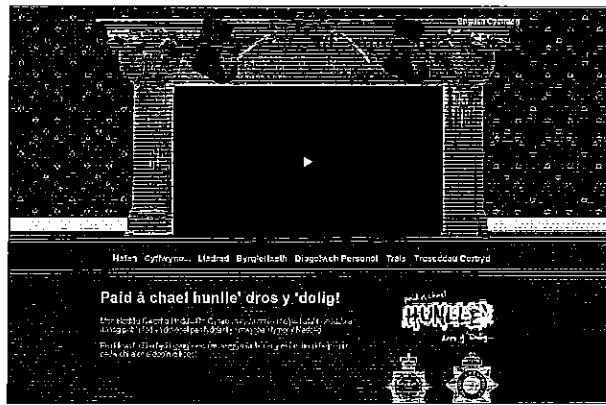
Newport Safeguarding Board



Gwent MAPP



Gwent Prepared



Christmas Campaign

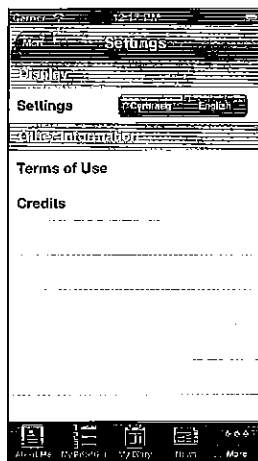
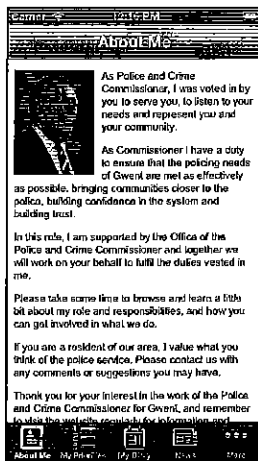
We continue to deliver high-quality bilingual printed, electronic and digital communications for the public as detailed in appendix A of our Welsh Language Scheme. Detailed in the table below is our progress against the minimum standards.

GWENT POLICE		
Promotional Item	Policy	Current Situation
Website	Bilingual	Bilingual
Posters (External)	Bilingual	Bilingual
Posters (Internal)	English Only	English Only
Meeting Papers / Minutes	English Only	English Only
Neighbourhood Flyers	Bilingual	Bilingual
Annual Reports	Bilingual	Bilingual
Policing Plan	Bilingual	Bilingual
Signage	Bilingual	Bilingual
Bus Backs	Bilingual	Bilingual
Booklets (External)	Bilingual	Bilingual
Booklets (Internal)	English Only	English Only
Magazines	Bilingual	Bilingual
Stickers	Bilingual	Bilingual
Vehicle Branding	Bilingual	Bilingual
Broadcast Productions	English / Welsh Subtitles	English / Welsh Subtitles
Social Media	English Only	English Only
Bluetooth	English Only	English Only
Stationery	Bilingual	Bilingual
Promotional Items	Bilingual	Bilingual
Displays	Bilingual	Bilingual
Neighbourhood Newsletters	Bilingual	Bilingual
Standpoint Machines	Bilingual	Bilingual
Questionnaires	Bilingual	Bilingual
OFFICE OF POLICE & CRIME COMMISSIONER		
Promotional Item	New Policy	Current Situation
Meeting Papers / Minutes	English Only	English Only
Police and Crime Plan	Bilingual	Bilingual
Website	Bilingual* (excluding meeting papers / minutes)	Bilingual* (excluding meeting papers / minutes)
Social Media	English Only	English Only

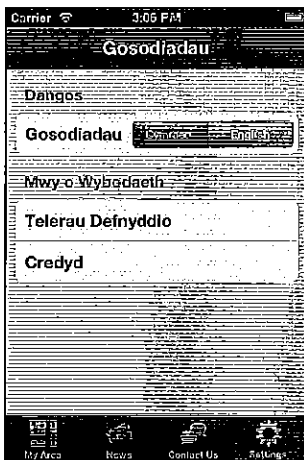
Posters (External)	Bilingual	Bilingual
Posters (Internal)	English Only	English Only
Signage	Bilingual	Bilingual
Booklets (External)	Bilingual	Bilingual
Booklets (Internal)	English Only	English Only
Stickers	N/A	N/A
Stationery	Bilingual	Bilingual
Promotional Items	Bilingual	Bilingual
Displays	Bilingual	Bilingual
Standpoint Machines	Bilingual	Bilingual
Questionnaires	Bilingual	Bilingual

In summary, over the last 12 months we have considerably enhanced our Welsh language capabilities at a time of significant financial constraint. We are also developing new bilingual tools such as smartphone apps, standpoints and digital resources. This year we launched the first iPhone app for the Police & Crime Commissioner and Force and Gwent is now a flagship area for these developments.

Police & Crime Commissioner 'APP'



Gwent Police 'APP'



We play a full and active part in the All-Wales Police Welsh Language Group and we are a member of the Justice Wales Language Network.

With regards demographics, the Office of Police & Crime Commissioner (previously Gwent Police Authority) and Force has made major advances in Welsh language service provision over the last few years. However, latest census statistics show that the number of Welsh speakers in Gwent is low and

reducing in some areas, and we have gone on record to state that when setting new Language Standards, attention must be paid to both the demographics of areas such as Gwent and the economic climate as the Force priority must be to protect the delivery of front-line services.

So much of our work is now undertaken in collaborative partnerships that achieving Standards in the provision of policing services cannot be achieved by us alone. It requires multi-agency investment to develop the language in Gwent at a time when all our partners are suffering the same financial and recruitment pressures. The Local Authorities in Gwent are a key partner of ours in providing neighbourhood policing services, and it is hoped that the new Standards reflect regional differences but within a national context.

The Commissioner and Force remain committed to the principles outlined on page two of this document.

PERFORMANCE INDICATORS

Detailed below is our progress against the performance indicators that are listed in appendix B of our Scheme. Reporting against these specific performance indicators is at the request of the Welsh Language Commissioner and outlined in her recent guidance letter to the force on annual monitoring reports.

It should be noted that not all performance indicators are relevant to both the Office of Police & Crime Commissioner and Gwent Police. The relevance to each organisation is indicated in brackets next to the heading.

Guideline 3 – Planning & Delivering Services (Office of Police & Crime Commissioner & Gwent Police)

Target

Police forces will mainstream Welsh into all Force policies.

PI 1	% of new and revised policies that have mainstreamed the Welsh language
------	---

100%

Progress

We have reviewed 27 policies (16 new policies/11 updates of existing policies) since 1st April 2013. Apart from those that have been deleted, all have been received an Equality Impact Assessment (EIA). The Gwent Police EIA requires policy owners to consider the Welsh language as part of the process as a matter of course, and to ensure that policies are consistent and complement the Welsh Language Scheme.

Thus, of the 27 policies reviewed in this period, all have considered mainstreaming of the Welsh language as part of the approval and scrutiny process. The Chair of the Welsh Language Group is part of the consultation group that scrutinises each policy and procedure.

Guideline 4 – Service Delivery (Office of Police & Crime Commissioner & Gwent Police)

Target

That we communicate the requirements of the Scheme clearly whilst ensuring that the language is an integral part of service provision by others and that compliance will be monitored, in particular with partnerships.

PI 2	% of all partnerships that were monitored and whose provision is in accordance with
------	---

the Requirements of the Language Scheme

100%***

Progress

We have agreed to enter into or scope the following new collaborative partnerships:

Scoping

Joint Specialist Crime Unit with South Wales Police
Joint Specialist Ops Unit with South Wales Police
Joint Fleet Workshops with South Wales Police
Joint ICT Projects (Two Force) with South Wales Police
Harmonisation of wider ICT policing systems (Four Force) with South Wales Police, Dyfed Powys Police and North Wales Police
Joint People Services (inc. Learning & Development) with South Wales Police
Joint Uniform Stores/Printing with South Wales Police

These partnership projects are at various stages of development, however, equality impact assessments form part of the terms of reference for each of these projects and the delivery of any customer-facing services or public communication will be consistent with the terms of the Welsh Language Scheme.

Existing Collaborative Entity **

Joint Scientific Investigation Unit with South Wales Police
Joint Legal Services with South Wales Police
Joint Procurement with South Wales Police, Dyfed Powys Police and North Wales Police
Joint Welsh Language Translation Service with South Wales Police
Gwent Independent Film Trust with University of Wales, Newport
Shared Resource Service (ICT) with Torfaen County Borough Council and Monmouthshire County Borough Council
Joint Firearms Training Unit with South Wales Police & Dyfed Powys Police

Guideline 6 - Service Provision for the Public of Gwent (Gwent Police)

Target

Sufficient number of staff on duty at any time in the **Force Communication Suite** and Custody areas to guarantee language choice by 2014.

PI 3	% of Force Communication Suite staff who are bilingual (level 4 and above) in order to guarantee language choice
------	--

0.6% (1 member of staff)

Progress

There has been some development in the Force Control Room however the Force still has some challenges in this area of or business. Gwent Police has been through a significant change process over the last few years, resulting in a complete restructure of the organisation. In addition, following the Government's Comprehensive Spending Review in October 2010, the Force is facing savings targets of £36m by 2016. This significant budget reduction will require the Force to undertake a review of the way it delivers its services, in particular, reducing the size of its workforce and seeking collaborative partnerships to deliver effective services to the public. At present, Gwent Police is not proactively recruiting staff and is downsizing the workforce (predominantly through active resource management and natural wastage) to make the required savings.

With such a major financial review underway, the Force is unable to effectively tackle the shortage in Welsh speakers in the Force Control Room through recruitment. There are currently 148 staff employed in this area. However, through the Force Resource Board, agreement has been reached to advertise two posts in Force Control Room as 'Welsh Essential' and recruitment is underway. Despite our best efforts to recruit staff into key customer-facing business areas such as Force Control Room previously, we have been unable to offer a full bilingual service as, for example, we require a minimum of 10 Welsh speaking staff to provide a bilingual Force Control Room service 24/7, and the demographics of Gwent simply do not provide us with the pool of individuals who we can employ to support our services. Even if we could employ Welsh speaking staff, it is unlikely that we will be recruiting in great numbers over the next few years as we are looking to downsize the organisation.

Training will assist with skills development and the priority for training continues to be for 'customer-facing' roles such as Force Control Room.

Our current Welsh language capability across the Office of Police & Crime Commissioner and Force is 169 staff (7.4%) who can speak Welsh (see breakdown page 13). We have 27 learners (see page 3) however it will be a number of years before these staff are able to conduct our business fluently through the medium of Welsh if they indeed remain with the organisation.

At present, calls to the Force Control Room are answered with a bilingual greeting/message and a list of Welsh speakers is available on the intranet to enable Force Control Room staff to transfer calls. This process is dependent on the availability of Welsh speakers in other parts of the Force, so this process is complemented by a bilingual service available through 'Language Line'.

The Force has acknowledged that whilst demand from callers for interaction through the medium of Welsh is low, there are improvements that can be made. There is currently a collaborative arrangement in place with Dyfed Powys Police to ensure callers requiring a service in Welsh can be transferred to bilingual staff in another Force area. The call handler can then complete a 'caller log' that will initiate action in the local Force area. The advantage of this new process is that the call handler, irrelevant of location, has the professional policing knowledge to deal with the caller's requirements, and can then redirect the call or initiate action as appropriate.

Target

Sufficient number of staff on duty at any time in the Force Communication Suite and **Custody** areas to guarantee language choice by 2014.

PI 4	% of custody staff who are bilingual (level 4 and above) in order to guarantee language choice
------	--

0%

Progress

We have outlined in this and in past reports our efforts to develop improved language capability through training, however, in Custody, some specific work has been undertaken to offer a bilingual service in this important area of our business.

NSPIS is a computer application that enables us to deal with individuals in Custody. The NSPIS application is now configured to ensure that where appropriate, a Welsh speaker is able to elect to be interviewed in the language of their choice. This is in addition to the bilingual capability of the NSPIS application itself. Extensive discussions took place with the previous Welsh Language Board and now a pre-defined detention log entry now appears in the NSPIS application.

Where a Welsh speaking detainee is booked into Custody, the Welsh language indicator is ticked as part of the booking-in process, thereby generating a bilingual custody record. Where a Welsh speaker is not available, the detention log entry is then shown to the detainee by use of the outward facing screens at the Custody desk. If the language of Welsh is chosen, we would then use the Welsh

Interpreter and Translation Service to secure the assistance of an interpreter for the purpose of interview and disposal (Custody terminology) from Custody.

Gwent Police has for a number of years been a key partner in the Welsh Interpreter and Translation Service (WITS). Should a person in Custody wish to communicate through the medium of Welsh, a referral is made to WITS who will provide a roster of translators that can offer a bilingual service over the telephone or face-to-face, depending on the circumstances.

Welsh language rights are available via our own custody pages and 'Language Line' would be used to complete the process of offering rights to the detainee.

Formal instructions have been circulated by the NSPIS Administrator to demonstrate to our staff how to generate a bilingual charge sheet. Where this is required, the Custody Officer would build the charge in the usual way within the NSPIS application, and then obtain the Welsh wording for the offence. The Welsh translation is then included in the documentation to provide a bilingual charge. The generic information in the charge sheet is already pre-prepared bilingually and will be included automatically as a result of the Welsh language indicator having been ticked at the time of booking-in.

On release from Custody, we are able to provide a Welsh language version of the pre-release risk assessment leaflet.

Since 2011 we have been able to detain, deal with and dispose of a detainee through the medium of Welsh.

Guideline 15 – Staffing & Recruitment (Office of Police & Crime Commissioner & Gwent Police)

Target

To increase the number of staff in the workplace who are able and willing to work through the medium of Welsh in order to meet the requirement to provide quality services.

PI 5	% of staff who have received training in Welsh to a recognised qualification level and / or to the appropriate level of the Police Welsh language competency framework
------	--

Formal Language Courses – 27 staff attending (2013/14 academic year)
Intranet Learning – 790 online learning sessions accessed since 1 st April 2013 (45% increase)
Cafe Chat sessions – These are informal 'drop in' sessions to specifically target staff in customer-facing roles in HQ and numbers vary for each session
CD/Audio Learning – available to 100% of the workforce to achieve level one in the Police Welsh Language Competency Framework

PI 5	The % of staff who are able to speak Welsh (a breakdown of where Welsh speakers are working will be provided in the Annual Report.)
------	---

7.44%

Progress

The breakdown of staff with Welsh language competencies are as follows:

Competency Level	Number of Officers	Number of Staff	Number of Specials
Written Level 5	5	7	3
Written Level 4	11	5	1

Written Level 3	8	6	2
Written Level 2	17	11	1
Written Level 1	42	26	17
Totals	83	55	24

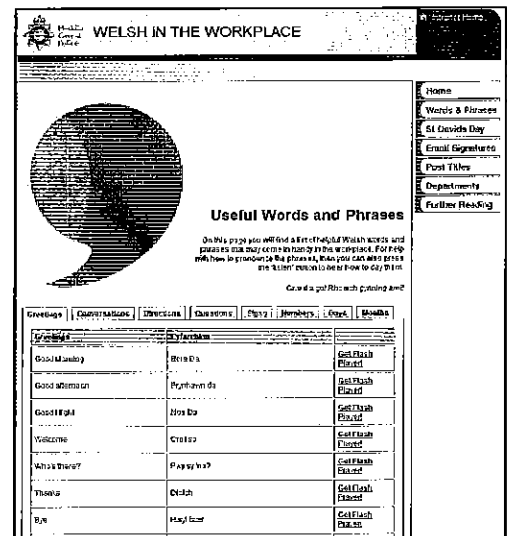
Competency Level	Number of Officers	Number of Staff	Number of Specials
Spoken Level 5	8	7	3
Spoken Level 4	13	4	0
Spoken Level 3	8	8	1
Spoken Level 2	13	14	3
Spoken Level 1	43	26	18
Totals	85	59	25

In such a difficult economic climate, there is inevitably greater pressure on learning and development and in particular training courses. However, despite there being greater scrutiny on training, requests for Welsh language courses are treated as a priority. An amount of money has been set aside specifically to deliver language training, with priority being given to those staff in customer-facing areas. This is the fourth year that this policy has been in operation in an attempt to increase the number of competent Welsh speakers from within the organisation. Training requirements are identified and submitted to the People Services Department/Head of Corporate Communications for consideration.

We have entered in to a collaborative partnership with Coleg Gwent, Torfaen County Borough Council and Monmouthshire County Council for a third year to deliver language course at various levels (see page three).

The Force also now offers informal training opportunities through a dedicated intranet page (displaying both audio and video), encouraging staff to practice Welsh words and sentences.

See further detail on page five.



A bilingual training CD produced in collaboration with South Wales Police is available to ensure staff attain level one on the Police Welsh Language Competency Framework. This now forms part of our staff inductions and officer/CSO initial training. See further detail on page four.

In the past year, it has been agreed that Welsh speakers can identify their language ability on their clothing/uniform through the wearing of a 'Cymraeg' badge that can be worn on duty. These are supplied to staff by the Corporate Communications team.

PI 7	Comparison between % of Welsh speakers in the community and % recruited to work in the Police force according to police, police staff roles, volunteers and the extended police family
------	--

	Residents aged 3 and over	No skills in Welsh	Can understand spoken Welsh only	Can speak Welsh*	Can speak but cannot read or write Welsh	Can speak and read but cannot write Welsh	Can speak and read and write Welsh
Caerphilly	171,972	144,240	5,093	19,251	2,918	1,527	14,52
Blaenau Gwent	67,348	59,600	1,486	5,284	1,013	374	3,72
Torfaen	87,844	75,993	1,986	8,641	1,586	577	6,25
Monmouthshire	88,609	76,196	2,193	8,780	1,559	635	6,37
Newport	139,849	121,541	3,141	13,002	2,433	1,027	9,15
	555,622	477,570	13,899	54,958	9,509	4,140	40,02
		86%	3%	10%*	2%	1%	7%

The table above illustrates the 2011 census breakdown of Welsh speakers in the Gwent area. The percentage of Welsh speakers* in the workforce for comparison is 7.44%.

Progress

There is currently a freeze on external recruitment for all but specialist staff posts and limited police officer recruitment. Therefore, there is limited opportunity to increase the number of Welsh speakers from outside the Force. Outlined in the previous section are the tactics being adopted to increase the number of Welsh speakers through the training and development of our exiting workforce. We would hope to recruit additional police officers in the short to medium term and this may provide an opportunity to increase the number of Welsh speakers. In addition, we proactively encourage the recruitment of Specials and Cadets into the Force and these individuals have an important engagement role. Encouraging Welsh speakers into these roles is an integral part of our recruitment and selection process.

One important development is that the Assistant Chief Constable has appointed a new staff officer who is a fluent Welsh speaker. With one Chief Superintendent also fluent there is increased visibility of the language on the Chief Officer team.

Target

To define role specific Welsh language competency levels for all posts, commensurate with their direct contact with the public (Level 1 – 5).

PI 8	% of all posts within the force that have direct contact with the public that conform to the agreed Welsh language competency level (Level 1 – 5)
------	---

n/a

Progress

Gwent & South Wales Police have appointed a Joint Strategic Director of HR who has the remit to work towards harmonising staff terms and conditions between both forces. Part of the role of the Director is to identify roles that require specific language competencies, and ensure that policies within both forces support the recruitment and training of staff with suitable skills to fill each post.

There is a freeze recruitment at present for all but the most essential staff posts so opportunities in this area is limited at present. However, language competency is reviewed as standard practice when a vacancy arises and a person specification is agreed. The line manager is required to complete a Recruitment Requirements Form which includes the need to review the post in light of our obligations under the Welsh Language Scheme and a Force decision should be given as to whether the ability to speak Welsh is an essential criteria of the role. The two options are YES – Welsh essential for role/Non essential but level (x) must be achieved within (timescale) and NO – non essential for role. Positive action in relation to encouraging applications from Welsh speakers is

also offered as an option to be requested. If a customer-facing role is deemed to be non-Welsh essential, the Resource Manager, within the People Services Department must be contacted for further guidance.

PI 9	% of complaints in relation to the operation of the Scheme
------	--

~~1 (number not percentage)~~

Progress

Complaints are received and recorded centrally within the Professional Standards Department, with any matters relating to the Welsh language then passed to the Head of Corporate Communications for action and response. One complaint has been received since 1st April 2013 relating to bilingual service through one of our digital communication channels OWL.

Conclusion

Over the last 12 months, there have been significant changes in the way that the Police Service delivers its services and if governed. Despite this period of change, the new Office of Police & Crime Commissioner and Force have made significant improvements in terms of its service delivery through the medium of Welsh, particularly through its investments in digital communications.

The commitment to language development and an effective bilingual service offering will continue and we will continue to strive to treat the Welsh and English languages on the basis of equality in Gwent.

Shelley Bosson
Chief Executive
Office of Police & Crime Commissioner

Paul Symes
Assistant Chief Constable
Gwent Police

