

OFFICE OF POLICE AND CRIME COMMISSIONER

TITLE: Welsh Language Standards Annual Monitoring Report, 2018-19

DATE: 4th September 2019

TIMING: Routine

PURPOSE: For monitoring and approval

1.	<p><u>RECOMMENDATION</u></p> <p>That the Commissioner approves the Office of the Police and Crime Commissioner (OPCC) Welsh Language Standards Annual Monitoring Report for publication.</p>
2.	<p><u>INTRODUCTION & BACKGROUND</u></p> <p>Established by the Welsh Language (Wales) Measure 2011, the Welsh Language Standards introduced language duties on organisations in Wales with regards to how to use Welsh in the workplace, and with the public.</p> <p>The purpose of the Welsh Language Standards is to:</p> <ul style="list-style-type: none">• ensure clarity to organisations in relation to the Welsh language• ensure clarity to Welsh speakers on what services they can expect to receive in Welsh• ensure greater consistence in Welsh language services and improve quality to users. <p>The Compliance Notice setting out the specific Welsh Language Standards for the Police and Crime Commissioner came into force on the 30th September 2016.</p>
3.	<p><u>ISSUES FOR CONSIDERATION</u></p> <p>Standards 155, 161, 167 require the production of an annual report, for each financial year that deals with the way the Commissioner (via the Office of the Police and Crime Commissioner) has complied with the service delivery, policy making, and operational standards provided.</p> <p>The Welsh Language Standards Annual Monitoring Report 2018-19 produced by the Office of the Police and Crime Commissioner is appended at Annex A. The document sets out how the organisation has complied with the required standards for the financial year as we continue to work towards providing a bilingual service for our Welsh-speaking citizens. The report includes information on Welsh language training and skills, recruitment and complaints regarding compliance with the Welsh Language Standards.</p>
4.	<p><u>NEXT STEPS</u></p> <p>The report is currently undergoing a graphic design process, facilitated by the OPCC Communications and Engagement Team. Due to the timescales for approval at the Strategy and Performance Board, the text and graphic design elements will be incorporated prior to the publication deadline of the 30th September 2019.</p> <p>A Welsh version of the report will be published simultaneously.</p>

5.	<p><u>FINANCIAL CONSIDERATIONS</u></p> <p>There are potential financial penalties attached to non-compliance with the Welsh Language Standards. The Welsh Language Commissioner has an enforcement role and is able to impose a £5,000 fine for each Standard breached by an organisation.</p>
6.	<p><u>PERSONNEL CONSIDERATIONS</u></p> <p>Work to produce the final designed report has been supported by the OPCC's Engagement and Communications Team.</p>
7.	<p><u>LEGAL IMPLICATIONS</u></p> <p>The Welsh Language (Wales) Measure 2011 established the Welsh Language Standards, placing a legal duty on organisations in Wales to comply with the Standards imposed upon them.</p>
8.	<p><u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u></p> <p>This project/proposal has been considered against the general duty to promote equality, as stipulated under the Strategic Equality Plan and has been assessed not to discriminate against any particular group.</p> <p>Compliance with the Welsh Language Standards supports the aspiration to provide a bilingual policing service in Gwent, with greater equality of opportunity people to use their language of choice when either working or engaging with the organisation.</p> <p>Consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998 in preparing this report. No impacts were identified.</p>
9.	<p><u>RISK</u></p> <p>The Police and Crime Commissioner is required to publish an annual report for each financial year, by the 30th September. Failure to publish the report by this date would result in non-compliance with Standards 155, 161, and 167 and the risk of a financial penalty.</p>
10.	<p><u>PUBLIC INTEREST</u></p> <p>The Welsh Language Standards Annual Monitoring Report 2018-19 will be published on the OPCC website.</p>
11.	<p><u>CONTACT OFFICER</u></p> <p>Caroline Hawkins, Policy Officer</p>
12.	<p><u>ANNEXES</u></p> <p>Annex A: Office of the Police and Crime Commissioner Welsh Language Standards Annual Report 2018-19.</p>

For OPCC use only

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:

Jeff Cross

Date:

4/9/19



**Office of the
Police and Crime Commissioner for Gwent
Welsh Language Standards Annual Report
2018-19**

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1 Foreword

I am pleased to publish this Welsh Language Standards Annual Monitoring Report that shows the progress made by the Office of the Police and Crime Commissioner during the last year as we have continued to develop as an organisation that embraces and reflects the thriving Welsh language culture of Gwent.

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

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

I hope that you enjoy reading about the progress the Office of the Police and Crime Commissioner has made so far. I invite you to get in touch if you have any comments for us on how we can continue to improve.



Jeff Cuthbert, B.Sc., MCIPD

Police and Crime Commissioner for Gwent

2 Achievements

Review of Welsh language signage and literature at Police premises

The Police and Crime Commissioner is the owner of the Police premises in Gwent. Between May and November 2018 each police station and premises used by Gwent Police was visited by staff from the Estates Management team, to make sure that all our public facing signage, posters and displays of information is bilingual. Any information found not to be compliant was removed or replaced with a bilingual version.

Internal Use of Welsh Policy

A policy to promote the use of the Welsh language within Gwent Police and Office of the Police and Crime Commissioner business has been published on Gwent Police's shared intranet for all colleagues to be aware that use of the Welsh language is actively encouraged.

Gwent Police Welsh Speakers and Learners Network

An internal network of Welsh speakers and learners has been created. Members of the network volunteer to use their Welsh language skills to help Gwent Police and the Office of the Police and Crime Commissioner provide Welsh language services to the public when there is a shortage of Welsh language skills in a particular section of the organisation. Network members also assist with promoting recruitment opportunities for Welsh speakers and learners. This helps to raise awareness of how we are increasing to use Welsh in the workplace and developing a bilingual policing service.

Monitoring Compliance with the Welsh Language Standards

We have undertaken a full review of how Welsh Language Standards are implemented and monitored across all the business areas of the Office of the Police and Crime Commissioner. As a result, a new and comprehensive method of reporting on compliance and service improvement will be introduced during 2019/20, when all business areas will report on compliance using this new method of action plans and local performance indicators.

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 the Office of the Police and Crime Commissioner's website, at www.gwent.pcc.police.uk/en/transparency/publications/welsh-language-strategy/. The Strategy is used to shape our approach to fulfilling the requirements of the Standards.

To enable closer working relationships and maximise efficiencies, Gwent Police and the Office of the Police and Crime Commissioner share the posts of Welsh Language Policy Officer and Welsh Language Translator.

4 Complaints

During the reporting period 1st April 2018 to 31st March 2019, the Office of the Police and Crime Commissioner did not receive any complaints regarding a lack of Welsh language service. This is consistent with the 2018/19 reporting period.

We encourage members of the public to tell us if they think that we are not meeting our Welsh Language Standards obligations so that we can continue to make improvements in service delivery and communicating effectively.

The Office of the Police and Crime Commissioner has published a procedure for complaints relating to the Welsh Language Standards compliance, at www.gwent.pcc.police.uk/en/transparencypublications/welsh-language-standards-compliance-complaints/.

5 Posts Advertised In 2018/19

In the reporting period 1st April 2018 to 31st March 2019 a total of 11 posts were advertised following a review of the structure of the Office of the Police and Crime Commissioner:

0 posts (0%) were advertised as Welsh essential

0 posts (0%) were advertised as Welsh desirable

Total number of posts advertised in respect of Welsh skills was 0.

The Office of the Police and Crime Commissioner acknowledges that this was an omission on the organisation's part. Following on from this, the Chief Executive has agreed that all future posts advertised for the Office of the Police and Crime Commissioner will require Welsh desirable as a minimum. This also includes the Chief Constable recruitment process, for which the Office of the Police and Crime Commissioner had responsibility.

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 the joint Welsh Language Policy Officer.

Between 1st April 2018 and 31st March 2019, 17 of the 19 staff (89%) within the Office of the Police and Crime Commissioner undertook the mandatory session. The Police and Crime Commissioner has also participated in the training course. Due to the timing of the new staff intake for the organisation and the high demand for training placements, the remaining staff could not participate in the sessions before the end of the reporting period.

This mandatory training will continue in 2019/20 until all employees in each organisation have attended.

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

Opportunities are available for employees to enrol on internal Welsh for Adults courses that are provided by Coleg Gwent. Where possible, employees attend during work time. During the reporting period, the Office of the Police and Crime Commissioner did not have any active learners on the courses provided.

7 Employees' Welsh Language Skills

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

Welsh Language Skills of Employees			
Level	Number of Employees*		
	2016/17	2017/18	2018/19
1	5	4	15
2	1	2	2
3	0	0	0
4	0	0	1
5	1	1	0
Total	7	7	18
Total number of employees	17	17	19

*Employees excluding the Police and Crime Commissioner

8 Monitoring and Overseeing Compliance with the Standards

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

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

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

Our new internally devised Welsh Language Standards monitoring framework will be introduced in 2019/20. The framework consists of bespoke team action plans coupled with local performance indicators, and will help to provide clear evidence as to how the Office of the Police and Crime Commissioner is meeting the requirements of the Welsh Language Standards, as well as any areas for improvement.

9 Compliance with Service Delivery Standards

a) Communications with the public

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

b) Website and social media

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

In January, we launched a new, weekly e-bulletin that is available in Welsh or English, depending on the subscriber's language preference. To the end of March, five people had subscribed to the Welsh version. We continue to promote the e-bulletin to all our communities – further information is available on our website at www.gwent.pcc.police.uk/en/listening-to-you/newsletter/.

c) Grants

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

During the reporting year, we did not receive any funding applications in Welsh.

d) Procurement

No requests for tenders or contracts have been issued in Welsh, and none have been received in Welsh during this reporting period.

For relevant contracts (where the subject matter of the contract suggests it should be in Welsh) tender documents will be published in Welsh. The tender document states "The Commissioner welcomes tender responses in Welsh" and the Welsh Language Checklist has been embedded within the tender process to ensure due consideration is given to the Welsh Language at all stages. Access to professional translation services ensures the content of Welsh Language submissions is accurately reflected, and the evaluation process will run parallel to the evaluation of submissions in English (if relevant). The same closing date will apply for submissions in Welsh and English and simultaneous translation services will be offered and arranged for relevant contracts should an organisation wish to complete an interview in Welsh.

All tenders are advertised in Welsh and English.

10 Compliance with Policy Making Standards

We have met our Policy Making Standards by amending our Equality Impact Assessment (EIA) process. EIAs are a compulsory part of our policy-making procedure, guiding policy writers and decision makers in considering adverse or positive Impact on people that share Protected Characteristics as defined by the Equality Act 2010.

Although Welsh language is not a Protected Characteristic under Section 4 of the Equality Act 2010, we have amended our EIA template to include a number of questions so that any impact on our treatment of the Welsh language in relation to English, or opportunities for people to use the Welsh language, are identified. The EIA also sets out how the writer intends to mitigate any negative impact identified, and any changes that are necessary. Support from the Welsh Language Policy Officer is available to any colleague completing an EIA, and as standard procedure, there is consultation with the Welsh Language Policy Officer in respect of all new and revised policies.

The Office of the Police and Crime Commissioner has published a policy on awarding grants that sets out how we will consider the Welsh language in our funding decisions. This is available on our website at www.gwent.pcc.police.uk/en/transparency/publications/grant-funding-policy-and-procedure/.

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 Bŵ' on the 'Welsh Language' page. The page also includes support and resources for staff wishing to practice their Welsh language skills or consider Welsh medium education for their children.

Welsh templates for out of office responses and personal signatures are provided, alongside virtual badges that colleagues can add to their emails indicating that they are either learning Welsh or are a Welsh speaker. All known Welsh speakers and learners within the Office of the Police and Crime Commissioner have been issued with an appropriate badge or lanyard to wear.

b) Workforce Welsh language skills

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

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

c) Signage

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

12 Challenges

The Office of the Police and Crime Commissioner does not have any challenges in respect of specific Standards lodged with the Welsh Language Commissioner.

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

13 Contact Us

For further information on how the Office of the Police and Crime Commissioner complies with Welsh Language Standards, or to provide feedback on how the Office of the Police and Crime Commissioner can engage more effectively with Welsh speakers and learners in the communities it serves, please contact our Welsh language policy lead, Caroline Hawkins:

by e-mail: Caroline.Hawkins@gwent.pnn.police.uk

by telephone: 01633 642200

by Twitter: [@gwentpcc](https://twitter.com/gwentpcc)

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

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

14. Appendix:

Welsh Police Forces Agreed Level of Welsh Definitions (verbal skills only)

Level 1: Can say place names, personal names, can use greetings appropriately in person or on the telephone, can open and close meetings bilingually

Level 2: Can understand a basic conversation and can convey simple information, can respond to simple requests, can understand requests for assistance, can use Welsh to transfer telephone calls, can introduce oneself and others

Level 3: Can take and pass on messages likely to require attention during a working day, can converse partly in Welsh but turns to English in discussion and to give detailed information, can describe people and locations, can respond to general enquiries over the telephone and face to face, can take details or make a note from a Welsh conversation

Level 4: Can contribute effectively in meetings within own area of work, can argue a case for or against an idea, can converse in Welsh in most situations but turns to English when using policing or technical terminology, can deal with enquiries effectively, can understand dialect differences, can chair a meeting and respond to questions in Welsh, can describe a situation or event in Welsh

Level 5: Can interview applicants for Welsh speaking posts and assess their suitability, can deal effectively with complex enquiries or confrontations in Welsh, can interview and question in Welsh in the course of an investigation, can deal with complex or sensitive enquiries, complaints and hostile questions to the extent of their specialist knowledge, can deliver presentations in Welsh

