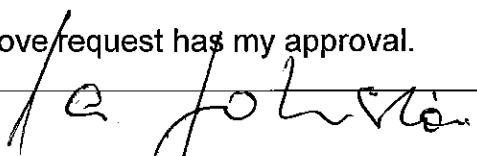


Police and Crime Commissioner for Gwent Decision	
PCCG-2014-025	Police and Crime Commissioner for Gwent Decision Session
Subject	Response to Welsh Language Commissioner on the Annual Monitoring Report.
Summary	To record the decision of the Police and Crime Commissioner regarding the response sent to the Welsh Language Commissioner in relation to feedback received on the Annual Monitoring Report for 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 and the provision of Welsh language services.
2. The Welsh language monitoring report for 2012/13 was monitored by the Police and Crime Commissioner and commended to the Welsh Language Commissioner on 28th October 2013.
3. The Welsh Language Commissioner provided feedback on the report; a response was in turn provided to this feedback and is detailed in the attached documentation.
4. I am satisfied that the issues raised by the Welsh Language Commissioner have been responded to satisfactorily.

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 14.4.14.

Contact Officer	
Name	Shelley Bosson

Position	Chief Executive
Telephone	01633 642200
Email	Shelley.bosson@gwent.pnn.police.uk
Background papers	Gwent Police and Crime Commissioner and Gwent Police's Welsh Language Scheme Monitoring Report 2012/13.



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

**Gwent Police and Gwent Police
and Crime Commissioner's
Welsh Language Scheme – The
Welsh Language
Commissioner's Response to the
2012-13 Annual Monitoring
Report**



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

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1 Baseline Information

Baseline Information	Further comment
Approval date of Gwent Police's Welsh Language Scheme	4 March 2011
Senior Officer responsible for the implementation of the Welsh Language Scheme	Shelley Bosson, Chief Executive, Office of Police and Crime Commissioner Paul Symes, Deputy Chief Constable, Gwent Police
Anticipated date of receipt of Annual Monitoring Report	1 October 2013

2 Standard Statement

- 2.1 The principal aim of the Welsh Language Commissioner (the Commissioner) is to promote and facilitate the use of Welsh. This entails raising awareness of the official status of the Welsh language in Wales and imposing standards on organizations. This, in turn, will lead to the establishment of rights for Welsh speakers.
- 2.1.1 Two principles underpin the Commissioner's work:
- In Wales, the Welsh language should be treated no less favourably than the English language
 - Persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so.
- 2.1.2 In due course, secondary legislation will introduce new powers allowing the setting and imposing of standards on organizations. Until then, the Commissioner will continue to inspect statutory Welsh language schemes through the powers inherited under the Welsh Language Act 1993.
- 2.1.3 The Welsh Language Commissioner may investigate failure to implement a language scheme, allegations of interference with individuals' freedom to use Welsh in Wales and, in future, complaints regarding the failure of organizations to meet standards.

2.1.4 The Welsh Language Commissioner will be able to regulate organizations firmly and consistently by means of standards, and may decide to impose a civil penalty on an organization if it does not comply with a relevant requirement.

2.2 Annual Monitoring Reports

2.2.1 Language Schemes contain a commitment to prepare and present an annual monitoring report. To all intents, an Annual Monitoring Report is a self-assessment. In responding to them, the Welsh Language Commissioner will expect organizations to testify that they are complying with their language schemes.

2.2.2 With regard to Language Schemes, the Commissioner's practice will be to highlight risks and influence performance with a view to avoiding failure.

2.2.3 All responses to annual monitoring reports are published with a view to ensuring transparency and easy access to information on performance.

3 Comments on performance

Comments on performance	Action required
Performance Indicator 1 Policies	We acknowledge your work to include the Welsh language in your impact assessment for all (27) policies during the reporting period.
Performance Indicator 2 Partnerships	We note the examples of partnerships provided. In your next annual monitoring report, we would like to receive examples of partnerships which have complied with the Welsh language scheme during the reporting period. In addition to providing the names of the partnerships, please provide some details about their work.
Performance Indicator 3 Control Room Staff	We welcome the decision to advertise two Welsh essential jobs for the Control Room. We acknowledge that the force has taken the decision to recruit more Welsh speakers during a period of cuts. It is acknowledged in the report that you will need more Welsh speakers even after the recent recruitment. We see in other sections that you

work with the other forces in Wales to share resources. Would a similar sort of solution be possible for the Control Room for times when no Welsh speaker is available? We acknowledge that the urgent nature of calls that reach the control room does not always allow for them to be transferred but would a contingency arrangement be possible?

Would it be possible for current Welsh speaking staff to transfer to the Control Room if they so wished?

Consider the options available and respond to the points made above in your next annual monitoring report.

**Performance indicator 4
Custody Staff**

We acknowledge the arrangements made to facilitate a Welsh language service in Custody. How do you offer or inform individuals that the Welsh language service is available?

**Performance Indicator 5
Training**

We acknowledge both the formal and informal training which has been held during the reporting period. We agree with your decision to target front line staff for Welsh language training. If relevant, it would be beneficial for you to target staff who already have a good knowledge of Welsh (level 3 and up possibly). During period when there is no recruitment, it is important to target the Welsh language training to get the most benefit in the shortest time.

Consider how you target your training and report in your findings in your next annual monitoring report.

**Performance Indicator 7
Comparison of Welsh speakers in the community with Welsh speakers in the force**

We acknowledge that you have fully reported for this indicator. It is good to read that the recent appointment has increased the Welsh language skills on the Chief Officer team.

Performance Indicator 8

It is noted in the report that it is the line manager's responsibility to

% of posts that conform to competency level	decide if posts should be advertised with Welsh language skills or not. How do you ensure consistency between line managers? What criteria are used?
Performance Indicator 9 Complaints	The report notes that only one complaint has been received since April 2013. What steps were taken to resolve the matter? No details were provided for the period 1 October 2012 to 31 March 2013.

4 Summary

Further information required	Provide examples of partnerships which have complied with the Welsh language scheme within the reporting period. In addition to providing the names of the partnerships, you should provide some details of their work.	In your next annual monitoring report.
	Confirm if any complaints were received during the period 1 October 2012 to 31 March 2013.	Provide the information by 27 January 2014
Questions which must be answered	How do you offer or inform individuals about the Welsh language service in Custody.	Please respond by 27 January 2014 .
	How do you ensure consistency between line managers when setting language requirements of posts? What criteria are used?	Please respond by 27 January 2014 .
	What steps have been taken to resolve the complaint received?	Please respond by 27 January 2014 .

Emma Smith
Swyddog Polisi a Chydymffurfiaeth
Comisiynydd y Gymraeg
Siambrau'r Farchnad,
5-7 Heol Eglwys Fair
Caerdydd CF10 1AT

24th Ionawr 2013

Annwyl Emma,

Thank you for your response to the Annual Monitoring Report for the Gwent Police & Police & Crime Commissioner's Welsh Language Scheme.

I note your comments relating to the additional information that is required for the 2013/14 Monitoring Report, and this will be duly supplied in the next reporting period. You specifically raised three issues that need clarifying in this reporting period and our responses are duly enclosed on the attached sheet.

If you require any further information then please do not hesitate to contact me.

Yours sincerely,

Stuart John
Head of Corporate Communications

Cc: Jeff Farrar. Chief Constable, Gwent Police
Shelley Bosson. Chief Executive, Office of Police & Crime Commissioner

Gwent Police & Police & Crime Commissioner's Annual Monitoring Report

Issues for Clarification

1. Please confirm if any complaints were received during the period 1 October 2012 to 31 March 2013?

No complaints were recorded during the reporting period above. The one formal complaint (detailed in the Monitoring Report) received via the Commissioner's office was in April 2013. The complainant involved has raised the matter previously with the Force but formally escalated the matter to a complaint to the Commissioner's Office which we received in April 2013. At present there is no obvious solution to the issue raised (i.e. advertising PACT meetings via our OWL messaging system in English) and this was discussed with the Commissioner's office at a meeting in April 2013.

Currently, social media communication messages are largely provided through the medium of English. However, PACT meetings (the matter raised) are advertised bilingually through other channels so as to offer similar communication to Welsh speakers. The reason for encountering difficulties in offering a fully bilingual service via social media (including OWL) is that the communication is issued from a variety of sources (smart phone, email, web) by in excess of 700 individuals (Community Support Officers & Neighbourhood Officers) many of whom have no Welsh language skills and thus are unable to translate materials at point of issuing the messages. The nature of social media means that we rely on individuals to issue the message.

However, longer term PACT meetings are being reviewed and the method of advertising them will be considered as part of this work.

2. How do you offer or inform individuals about the Welsh Language Service in Custody?

We have reported this matter previously and I enclose below an extract for a previous monitoring report:

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.

With the assistance of the (previous) Welsh Language Board, a pre-defined detention log entry now appears in the NSPIS application which reads:

Mae'r rheswm dros eich arestio yn dangos y byddwch yn cael eich cyfweld ynglŷn â'r honiad (au) a wnaethpwyd yn eich erbyn. Os ydych yn siaradwr Cymraeg, mae gennych yr hawl i gael eich holi yn y Gymraeg neu'r Saesneg yn ôl eich dymuniad. Bydd eich dewis iaith ar gyfer y cyfweliad yn cael ei gofnodi isod a gofynnir i chi arwyddo'r cofnod i gadarnhau mai dyna'r dewis a wnaethpwyd gennych.

(The reason for your detention indicates that you will be interviewed in relation to the allegation(s) made against you. If you are a Welsh speaker you have the right to be interviewed in Welsh or English in accordance with your wish. Your chosen language of interview will be recorded below and you will be asked to sign the entry to confirm that this was the choice made by you.)

Fy newis iaith ar gyfer y cyfweiliad yw Cymraeg/Saesneg.

(My chosen language for interview is Welsh/English.)

This option was introduced into the NSPIS application in March 2011. 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 entered in to a partnership with other agencies to form 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.

We are now able to detain, deal with and dispose of a detainee through the medium of Welsh.

3. How do you ensure consistency between line managers when setting language requirements of posts? What criteria are used?

For each post to be advertised, each supervisor has to complete a competency assessment where they are asked to consider the 'core' requirements of the post. There is a standard pro-forma to complete with core competencies outlined accordingly. The competency process is supported by a HR Officer who will ensure consistency and that due process is followed.

The competency assessment is then passed to People Services/Corporate Communications for the formal job description to be created and the post advertised.

