

Gwent Police Welsh Language Standards Annual Report 2018-19

Cover page – Bright and attractive
Include GP and OPCC logos

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1 Foreword

I am pleased to publish this Welsh Language Standards Annual Monitoring Report, which shows the real progress being made by Gwent Police to grow and develop as an organisation that embraces and reflects the thriving Welsh language culture of Gwent.

Since the introduction of the Welsh Language Standards in 2017 for all Welsh police forces, we have made significant changes to many of our procedures and business processes to ensure that citizens of Gwent are able to choose to communicate with us in Welsh. It is important to me that the choice of using Welsh is a real one. We continue to increase the number of colleagues who possess the skills to deliver all our services in Welsh, and strengthen our overall capability. However, we know that in order to improve the range of the Welsh language services we offer, we must work in partnership together with the whole community of Gwent, including our Welsh medium schools, Welsh speakers and learners of all ages and local and national Welsh language organisations.

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

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

I am pleased to endorse the publication of Gwent Police's Welsh Language Standards Annual Monitoring Report, which demonstrates a continued commitment to delivering a service that meets the needs of not only our Welsh speaking communities, but also our own workforce.

Providing a bilingual service is not without its challenges. Through continued engagement with our partners and communities, I am hopeful that, over time, we will continue to grow as a bilingual workforce that attracts and welcomes new Welsh-speaking officers and staff.

[Signature & photo]

Pam Kelly
Temporary Chief Constable

[Signature & photo]

Jeff Cuthbert
Police and Crime Commissioner

2 Achievements

Review of Welsh language signage and literature at police premises

Between May and November 2018 each police station and premises used by Gwent Police was visited to make sure that all our public facing signage, posters and displays of information is bilingual.

Welsh Language Reception Service

A Welsh language reception service was introduced at Gwent Police Headquarters

Internal Use of Welsh Policy

A policy to promote the use of the Welsh language within Gwent Police business has been published on our 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 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.

Targeted Recruitment Strategy

A detailed strategy has been created and used to target Welsh speakers and learners with recruitment messages. The strategy focusses on linking with Welsh language partners and other organisations in Gwent to make Welsh speakers aware of how useful their language skills are to Gwent Police and raises awareness of the variety of different job roles that there are within our organisation.

Complaints Procedure

Our complaints procedure for members of the public has been reviewed and amended slightly to make it more obvious how to register a complaint about any aspect of our Welsh language services. Details of how to make a complaint are available on our [website](#).

Bespoke Welsh Language Training

We have designed and delivered bespoke Welsh language skills training to all of our Station Enquiry Officers so that they are now able to provide a basic Welsh language reception service at our police stations.

Monitoring Compliance with the Welsh Language Standards

We have done a full review of how Welsh Language Standards are implemented and monitored across all the business areas of Gwent Police. As a result, a new and comprehensive method of reporting on compliance and service improvement has been introduced. During 2019/20 all departments will start to report 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 our website, [click here](#) to see it.

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, Gwent Police received 2 complaints regarding lack of Welsh language service. This was 2 more than in the p2018/19 reporting period when we received no complaints. 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.

| Welsh Language Commissioner Investigations Received 2018/19 | | | |
|--|---|----------------------------------|----------------------|
| Ref | Description | Status | Date received |
| CSG379 | Letter sent to Gwent Police in Welsh was not replied to | Resolved: Welsh response sent | 08/06/18 |

| Complaints Received in person at Gwent Police HQ 2018/19 | | | |
|---|---------------------------------------|-------------------------------------|----------------------|
| Ref | Description | Status | Date received |
| 1819001 | "Gwent Now" available in English only | Resolved: "Gwent Nawr" available | July 2018 |

5 Posts Advertised in 2018/19

In the reporting period 1st April 2018 to 31st March 2019 a total of 99 posts were advertised:

No posts were advertised as Welsh essential

No posts were advertised as Welsh desirable

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 1st April 2018 and 31st March 2019 861 (40.5%) employees attended this training.

By 31st March 2019, 1432 employees (67%) had received the training. This mandatory training will continue in 2019/20 until all employees have attended.

Welsh Language Awareness and Level 1 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, we had the following courses in progress:

Mynediad: 6 students enrolled

Sylfaen: 4 students enrolled

Uwch: 5 students enrolled

5 colleagues attended a residential course for advanced skills (Uwch) in Nant Gwrtheyrn.

7 Employees Welsh Language Skills

Below is a table to show the level of Welsh language skills currently recorded on our Human Resources system. Over the last three years, we have seen a rise in the number of Welsh speaking colleagues and a huge growth in Level 1 skills due to the mandatory training.

| Welsh Language Skills of Employees | | | |
|---|----------------------------|----------------|----------------|
| Level | Number of Employees | | |
| | 2016/17 | 2017/18 | 2018/19 |
| 1 | 55 | 763 | 1598 |
| 2 | 16 | 35 | 39 |
| 3 | 9 | 10 | 24 |
| 4 | 15 | 18 | 34 |
| 5 | 13 | 12 | 22 |
| Total Trained | 93 | 820 | 1717 |
| No. of employees | 1914 | 2054 | 2138 |

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 and Diversity 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 and Diversity Board and a representative from Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services will sometimes attend to provide additional scrutiny.

Our new internally devised Welsh Language Standards monitoring framework will be introduced in 2019/20. The framework consists of bespoke departmental action plans coupled with local performance indicators, this will provide clear evidence as to how Gwent Police is meeting the requirements of the Welsh Language Standards. It will also identify where good practice is happening and any areas for improvement.

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 Bŵ". This guidance clearly and simply explains the requirements of the Service Delivery Standards. During the mandatory Welsh Language Awareness and Level 1 Skills training, staff are made aware of the guidance and how to use it.

b) Recruitment

Through targeted recruitment activities, we have recruited an additional Welsh speaker into our force communications suite where 999 and 101 calls are taken. This takes the number of fluent Welsh speakers in the force communications suite to four. During 2018/19, we explored the possibility of using third party agencies to assist us in dealing with calls in Welsh, however, due to cost implications and incompatibility between call-handling systems, it has been decided to progress with targeted recruitment of Welsh speakers as the most effective solution to providing equality of service in both Welsh and English.

c) Website and social media

Gwent Police's website includes a splash page to encourage Welsh speakers to select their language of choice. We have also established Welsh medium Facebook and Twitter accounts in order to provide a full and equal online presence for our Welsh speaking communities. Gwent Police now has around 265 followers of our Welsh medium Facebook page, an increase of 43% compared to last year, and 457 of our Twitter account, an increase of 21% compared to last year.

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. These teams will continue to receive regular refresher training to ensure that their skills are maintained.

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 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 amending our Equality Impact Assessment (EIA) process. 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. 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.

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 Bît” 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

Work has begun on reviewing all posts to assess which of them require Welsh language skills. 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

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

12 Challenges

As of 31/03/19, all Welsh Forces have a challenge lodged with the Welsh Language Commissioner in respect of [Standards 26A](#) and [27A which require simultaneous translation at interview](#). We have been working closely with the Welsh Language Commissioner and her team to establish a solution that meets operational need as well as ensures the rights of Welsh language speakers. We are currently awaiting the Commissioner's final determination on the imposition of these Standards.

13 Contact Us

For further information on how Heddlu Gwent Police complies with Welsh Language Standards, or to provide feedback on how Heddlu 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

By telephone: 01633 247951

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.