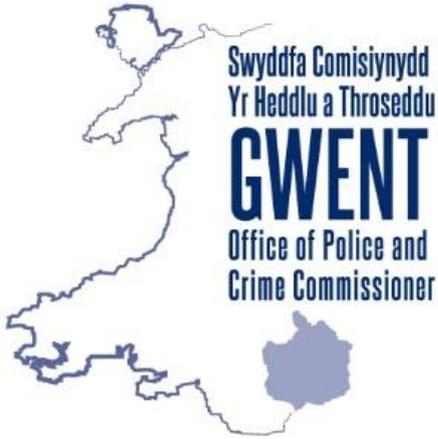


Mae'r ddogfen yma ar gael yn y Gymraeg



Office of the  
Police and Crime Commissioner  
for Gwent

Welsh Language Standards  
Annual Compliance Report 2020/21

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## POLICE AND CRIME COMMISSIONER'S FOREWORD

I am pleased to publish this Welsh Language Standards Annual Compliance Report that shows the progress made by the Office of the Police and Crime Commissioner during the past year.

This is the first report for the joint Office of the Police and Crime Commissioner and Gwent Police *Welsh Language Strategy 2021-2025*. It focuses on the reporting requirements contained within the Welsh language standards applied to me as Police and Crime Commissioner, as well as providing information on how we have worked towards the key pledges contained within the Strategy and our other achievements during the year.

It is vital that members of the public are able to access, through the medium of Welsh, the services we provide on a day to day basis. As a policing service, we have continued to work to embrace the use of the Welsh language within the workplace and with our communities.

Increasing our capability to provide bilingual services to the citizens of Gwent remains a priority for both our organisations. We will continue to work together to identify improved and innovative practices that support us in achieving the aims set out in the Strategy and compliance with our respective standards.

I hope that you enjoy reading about the progress we have made during this year and I invite you to get in touch if you have any comments or suggestions on how we can continue to improve the way we provide our services bilingually.



Jeff Cuthbert, B.Sc., MCIPD

Police and Crime Commissioner for Gwent

# 1 ACHIEVEMENTS

## **Welsh Language Engagement**

During 2020/21, we continued to focus on our engagement with our Welsh speaking communities. All planned social media content continued to be published bilingually, with the Welsh text used first where posts contained both Welsh and English. Every issue of the weekly ebulletin to residents continued to be published in Welsh, although the number of subscribers remains very low.

Between November 2020 and January 2021, we launched our 'Have Your Say on Policing' survey, which included a question on the precept. Due to the impact of COVID-19, we were unable to engage with residents as previously and focused on quality of engagement rather than quantity. Using our existing Gwent-based Welsh language networks, we encouraged people to complete the survey in Welsh, and 17 responses were received.

Engagement on the joint Office of the Police and Crime Commissioner (OPCC) and Gwent Police Equality Objectives for 2020-2024 concluded in April 2020. Due to the impact of COVID-19, much of our engagement work was undertaken through a web-based survey. A number of Welsh language stakeholders were specifically included within the distribution for the online survey; a total of four responses were received in Welsh which was fewer than we had anticipated. The feedback given was used to inform the final Objectives, which were published within the joint OPCC and Gwent Police *Strategic Equality Plan 2020-24*.

## **Accessibility**

In June 2020, the OPCC launched a separate Welsh language Facebook account to ensure that followers can see published content in the language of their choice. The number of Welsh language followers remains very low and we continue to promote it, along with our ebulletin, to our communities to raise awareness and interest.

Work to rebuild the bilingual OPCC website also commenced during the year. One improvement to the administrative function now provides greater support to OPCC staff in uploading and publishing Welsh language content, thereby improving our website publication processes. The transfer of content onto the new website will continue into the early part of 2021/22.

## **Welsh Language Performance Monitoring and Self-Assessment**

During the year we have continued to actively monitor how we are complying with the Welsh language standards applied to the Commissioner. Our Welsh Language

Standards Action Plan allows us to assess our delivery of our Welsh language services and identify any compliance risks.

As a result of the self-assessment work undertaken towards in the reporting year, additional actions have been identified for 2021/22. This includes a review of the new OPCC website to ensure compliance with the relevant standards.

## **2 JOINT WELSH LANGUAGE STRATEGY**

The Welsh Language Strategy for the period 2017-2020 published jointly between the OPCC and Gwent Police has now come to the end of its life. A new Strategy has been produced and published during the reporting period 2021/22.

The three key pledges in the new joint Strategy are:

1. Engage effectively with Welsh speakers and learners in order to shape the service we provide.
2. Increase the number of Welsh speakers and learners that we employ across both organisations.
3. Collect data that we can use to improve the quality of our Welsh language services.

To enable closer working relationships and maximise efficiencies, Gwent Police and the OPCC continue to share the posts of Welsh Language Policy Officer and Welsh Language Translator.

## **3 COMPLIANCE WITH THE WELSH LANGUAGE STANDARDS**

The following sections provide information regarding specific Welsh language standards the Commissioner is required to report against. In doing so, we are demonstrating how the OPCC is complying with those standards.

### **3.1 Complaints relating to Welsh Language Services**

During the reporting period 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021, the OPCC did not receive any complaints regarding the provision of our Welsh language services, as set out by the Welsh language standards. This is consistent with the 2019/20 reporting period.

As part of our continuous engagement with our communities, we encourage members of the public to tell us if they think that we are not meeting our Welsh language standards obligations. This helps us to continue to make improvements in service delivery and to communicate effectively with our communities. Contact can be made by telephone or e-mail, face-to-face at public events or meetings<sup>1</sup>, through our website, or by social media. Further details are provided at the end of this document.

During the year, we reviewed our procedure for complaints relating to our compliance with the Welsh language standards, to ensure that it remains effective and relevant to our processes. The procedure is published on our website<sup>2</sup> along with the accompanying Equality Impact Assessment, which is also available in Welsh.

We continue to monitor the impact of COVID-19 on how we provide our Welsh language services, making best use of technology to ensure we remain as accessible as possible to our communities. This will remain under review as restrictions change, to ensure we are providing the best levels of service possible under the conditions in place at that time.

### **3.2 Posts Advertised in 2020/21**

In the reporting period 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021 the OPCC did not advertise any vacancies. All OPCC posts require Welsh desirable as a minimum. This is also a requirement for the Chief Constable recruitment process, for which we have responsibility.

Future recruitment will consider use of positive action and targeted advertising to attract Welsh speaking applicants. Our Communications and Engagement Team will work with the joint Welsh Language Policy Officer to maximise opportunities to target our engagement towards our Welsh speaking communities and raise awareness of vacancies as they occur.

### **3.3 Training**

#### **Welsh Language Training**

Gwent Police and the OPCC 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.

All current staff have undertaken the mandatory training session. Welsh Language Awareness and Level 1 Skills training are 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. Employees attend during work time wherever possible. During the reporting period, there were no learners within OPCC staff.

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<sup>1</sup> Covid-19 restrictions apply

<sup>2</sup>[www.gwent.pcc.police.uk/en/transparency/publications/welsh-language-standards-compliance-complaints/](http://www.gwent.pcc.police.uk/en/transparency/publications/welsh-language-standards-compliance-complaints/).

We will continue to support and encourage staff who wish to enrol on Welsh courses appropriate to their existing skill-level, and to participate in the Welsh Speakers and Learners Network maintained by Gwent Police.

### 3.4 Employees' Welsh Language Skills

The following table shows the level of Welsh language skills within the OPCC as recorded for the reporting year.

<b>Staff Welsh Language Skills</b>				
<b>Level<sup>3</sup></b>	<b>Number of Staff<sup>4</sup></b>			
	<b>2017/ 18</b>	<b>2018/ 19</b>	<b>2019/ 20</b>	<b>2020/ 21</b>
<b>1</b>	4	13	15	15
<b>2</b>	2	2	2	2
<b>3</b>	0	0	0	0
<b>4</b>	0	1	1	1
<b>5</b>	1	0	0	0
<b>Total</b>	7	18	18	18
<b>Staff Total</b>	17	19	19	18

We are pleased to have sustained the basic level of Welsh skills available across the organisation and will continue to encourage and support staff to develop their capabilities and confidence to use Welsh.

### 3.5. Monitoring and Overseeing Compliance with the Standards

The Chief Executive has responsibility for monitoring and overseeing compliance with the Commissioner's Welsh language standards. Internal scrutiny is undertaken at Management Meetings to enable the Commissioner to retain oversight of compliance and address any issues.

The Commissioner also has a duty to monitor and scrutinise Gwent Police's compliance with the Welsh language standards imposed on the Chief Constable. OPCC staff participate in Gwent Police's Welsh Language Meeting and the People Strategy Board to support the Commissioner in undertaking this duty.

The Commissioner's public-facing Strategy and Performance Board receives Gwent Police's Welsh Language Standards Annual Compliance Reports. These are published on our website as part of our governance arrangements. The Gwent Police

<sup>3</sup> See Appendix A for definitions

<sup>4</sup> Excluding the Police and Crime Commissioner

and Crime Panel receives the OPCC's report to provide assurance of our compliance with the Welsh Language Standards, which is also published on our website.

## 4 COMPLIANCE WITH THE SERVICE DELIVERY STANDARDS

The following section contains information regarding our compliance with the Service Delivery Standards the Commissioner is required to report against. During the year, we have complied with each of the requirements as highlighted below.

### **a) Communications with the public**

Guidance for all staff has been published on Gwent Police's intranet "The Beat / Y Bŵ", which OPCC staff also have access to. This guidance clearly and simply explains the requirements of the Service Delivery Standards for both organisations.

### **b) Website and social media**

Our website provides 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.

Our weekly e-bulletin is available in Welsh or English, depending on the subscriber's language preference. To the end of March 2021, 20 people had subscribed to the Welsh version, an increase of six subscribers compared to the same period last year.

We continue to promote the e-bulletin to all our communities as an easy way to keep updated on our work – further information is available on our website at [E-bulletin | Gwent Police and Crime Commissioner \(pcc.police.uk\)](https://www.pcc.police.uk).

During 2021/22, we will continue to develop our Welsh language social media presence on Facebook to further enhance the reach of our engagement with our communities.

### **c) Grants**

All information published relating to funding opportunities is provided 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. Under the new Strategy, we will review our promotion of funding opportunities to raise awareness that we welcome 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 that “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.

## **5 COMPLIANCE WITH THE POLICY MAKING STANDARDS**

We have met our Policy Making Standards by using our Equality Impact Assessment (EIA) process to identify and address any impacts on the Welsh language. 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. All new policies, and reviews of existing policies are subject to an EIA and support from the Welsh language policy lead and joint Welsh Language Policy Officer is available to any colleague completing an EIA.

While the standards do not specifically require us to undertake assessment in this way, using our EIA process provides us with an efficient and comprehensive approach to assessing the impact of our activities in respect of the Welsh language.

We have 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 [Welsh Language Standards Compliance Complaints Procedure | Gwent Police and Crime Commissioner \(pcc.police.uk\)](https://www.pcc.police.uk/welsh-language-standards-compliance-complaints-procedure)

## 6 COMPLIANCE WITH OPERATIONAL STANDARDS

The following section contains information regarding our compliance with the Operational Standards the Commissioner is required to report against. During the year, we have complied with each of the requirements as highlighted below.

### **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, which our staff also has access to. 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 organisation have been issued with an appropriate badge or lanyard to wear.

### **b) Welsh language posts**

All vacancies 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, whether they would like to complete the recruitment process in Welsh.

### **c) Signage**

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

### **d) Training courses provided in Welsh**

OPCC staff have not made any requests to receive training through the medium of Welsh during the reporting period.

## 7 CHALLENGES

The OPCC does not have any outstanding challenges 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.

## 8 CONTACT US

For further information on how we comply with Welsh Language Standards, or to provide feedback on how we can engage more effectively with Welsh speakers and learners in our communities, please contact:

The Office of the Police and Crime Commissioner  
Police Headquarters  
Cwmbrân  
Croesyceiliog  
Cwmbran.  
NP44 2XJ

E-mail: [Commissioner@gwent.pnn.police.uk](mailto:Commissioner@gwent.pnn.police.uk)

Phone: [01633 642200](tel:01633642200)

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

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

Instagram: <https://www.instagram.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.

## APPENDIX A: WELSH LANGUAGE SKILLS DEFINITIONS

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**

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.