



# **Procedure for Complaints Related to** **Welsh Language Standards** **Compliance**

## **Equality Impact Assessment**

## **What is an Equality Impact Assessment?**

An Equality Impact Assessment (EIA) is an evidence-based assessment of how a Policy, Procedure or Activity will positively support the Office of the Police and Crime Commissioner's (OPCC's) general equality duties, as well as identify any potential negative disproportionate impact on people or groups of people. The EIA will also outline any steps to redress this.

For ease of reference, within this document the term 'Policy, Procedure or Activity' will be used, but must be taken to mean any functions, activities or decisions that may affect external communities or internal personnel.

## **1.0 Identification Section**

<b>Policy/Procedure Title:</b>	<b>Procedure for Complaints related to Welsh Language Standards Compliance</b>
<b>OPCC Management Lead:</b>	<b>Chief Executive</b>
<b>Policy Owner:</b>	<b>Head of Strategy</b>
<b>Implementation Date:</b>	<b>December 2020</b>
<b>Review Date:</b>	<b>December 2024</b>

## **2.0 Purpose**

### **2.1 Aims**

**What are the aims of the Policy, Procedure or Activity and how do they fit with the wider aims of the organisation?**

This procedure aims to ensure complaints related to the organisation's compliance with the Welsh language standards are dealt with according to the requirements set out in those standards.

The document supports the organisation's commitment to work towards the provision of a bilingual service in relation to policing and other areas of responsibility placed on the Police and Crime Commissioner.

More information on the role of the Commissioner is available at:  
<https://www.gwent.pcc.police.uk/en/about-us/my-responsibilities/>

### **2.2 Motivators**

**What are the motivators or driving forces in the development of this Policy, Procedure or Activity?**

- The procedure was developed in accordance with the requirements placed on the Police and Crime Commissioner by the Welsh language standards.
- It intends to ensure a consistent and effective approach to dealing with complaints related to the OPCC's compliance with the Welsh Language Standards.

### **2.3 Equality Duties**

**This section outlines if and how this Policy, Procedure or Activity helps support the OPCC's equality duties.**

**2.3.1 How does this Policy, Procedure or Activity help to eliminate discrimination, harassment and victimisation?**

- This procedure aims to eliminate discrimination linked to the use of Welsh language in ensuring that any complaints related to the organisation's compliance with the Welsh language standards are dealt with effectively and enable improvements to be made.

**2.3.2 How does this Policy, Procedure or Activity help to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it?**

- Whilst Welsh language is not a protected characteristic, organisationally, we have aligned it to the protected characteristics to strengthen our approaches to providing services for our external and internal Welsh speaking communities.

**2.3.3 How does this Policy, Procedure or Activity help to foster good relations between persons who share a relevant protected characteristic and persons who do not share it?**

- This procedure aims to provide an effective process to ensure that complaints related to the Welsh language are treated fairly and provide reassurance of the organisation's aspirations in providing Welsh language services.

**2.3.4 How does this Policy, Procedure or Activity have a positive effect on opportunities for people to use the Welsh Language?**

- This procedure aims to ensure that people using the Welsh language are not unintentionally discriminated against in the delivery of our services aligned to the Welsh language standards.

**2.3.5 How does this Policy, Procedure or Activity have a positive effect on treating the Welsh Language no less favourably than English?**

- This procedure is specific to the organisation's compliance with the Welsh language standards

## **3.0 Assessment**

**This section assesses whether there any aspects of the Policy, Procedure or Activity, including how it is delivered or accessed, that could contribute to inequality or discrimination.**

### **3.1 Age**

**Could the Policy, Procedure or Activity have a negative disproportionate impact on people who share this protected characteristic?**

- There is no evidence to suggest that this will have a negative disproportionate impact on any individual relating to age.

### **3.2 Disability**

**Could the Policy, Procedure or Activity have a negative disproportionate impact on people who share this protected characteristic?**

- There is no evidence to suggest that this will have a negative disproportionate impact on any individual with a recognised or perceived disability.
- If requested, copies of this policy can be provided in braille (including Welsh braille), audio or large print.

### **3.3 Gender Reassignment**

**Could the Policy, Procedure or Activity have a negative disproportionate impact on people who share this protected characteristic?**

- There is no evidence to suggest that this will have a negative disproportionate impact on any persons of any gender who have undergone, undergoing or completed gender reassignment.

### **3.4 Marriage and Civil Partnership**

**Could the Policy, Procedure or Activity have a negative disproportionate impact on people who share this protected characteristic?**

- There is no evidence to suggest that this will have a negative disproportionate impact on any persons who have chosen to undertake any recognised legal partnership.

### **3.5 Pregnancy and Maternity**

**Could the Policy, Procedure or Activity have a negative disproportionate impact on people who share this protected characteristic?**

- There is no evidence to suggest that this will have a negative disproportionate impact on any individual who maybe pregnant or on maternity/paternity leave.

### **3.6 Race**

**Could the Policy, Procedure or Activity have a negative disproportionate impact on people who share this protected characteristic?**

- There is no evidence to suggest that this will have a negative disproportionate impact against any individual or group of any race or cultural background.

### **3.7 Religion or Belief**

**Could the Policy, Procedure or Activity have a negative disproportionate impact on people who share this protected characteristic?**

- There is no evidence to suggest that this will have a negative disproportionate impact against any individual or group who have religious beliefs.

### **3.8 Sex**

**Could the Policy, Procedure or Activity have a negative disproportionate impact on people who share this protected characteristic?**

- There is no evidence to suggest that this will have a negative disproportionate impact against any individual or group on the grounds of their sex.

### **3.9 Sexual Orientation**

**Could the Policy, Procedure or Activity have a negative disproportionate impact on people who share this protected characteristic?**

- There is no evidence to suggest that this will have a negative disproportionate impact against any individual or group on the grounds of their sex or sexuality.

### **3.10 Welsh Language**

**Could the Policy, Procedure or Activity have an adverse effect on opportunities for people to use the Welsh Language?**

- The procedure aims to support opportunities for people to use the Welsh language by enabling the organisation to address effectively any reported public complaints or dissatisfaction with its compliance with the Welsh language standards.

**Could the Policy, Procedure or Activity treat the Welsh Language less favourably than English?**

- The procedure aims to support the organisation's commitments under the Welsh language standards and supports our work towards treating Welsh language the same as English.

## **4.0 Actions and Outcomes**

**This section lists any actions that will need to be taken in order to address any adverse impact that has been identified.**

## **4.1 Action Plan**

- (i) Impact identified:**
  - No impact identified
  
- (ii) Action:**
  - N/A
  
- (iii) Rationale:**
  - N/A
  
- (iv) Completion date:**
  - N/A
  
- (v) Review date:**
  - N/A

## **4.2 Outcomes**

This section summarises the outcome of the Policy, Procedure or Activity following this assessment.

- **Change to Policy, Procedure or Activity required?**  
No
  
- **Major change needed to the Policy, Procedure or Activity?**  
No
  
- **The Policy, Procedure or Activity has been adjusted to mitigate adverse impact**  
N/A
  
- **The Policy, Procedure or Activity continues despite potential for impact**  
N/A
  
- **The Policy, Procedure or Activity has been removed due to actual or potential unlawful discrimination**  
N/A

## **4.3 Review**

This Procedure will be reviewed by April 2024 in line with the renewal of the policy and procedure review date.