



**HEDDLU  
GWENT  
POLICE**



# WELSH LANGUAGE STRATEGY

**2021 | 2025**



## OUR WELSH LANGUAGE STRATEGY

The Police and Crime Commissioner for Gwent (PCC) and the Chief Constable for Gwent Police work together towards providing a bilingual public service. This supports the Welsh Language Commissioner's vision for the Welsh language to be central to everyday life in Wales, and creation of a society where Welsh can be used in an increasing number of situations.

The PCC and Chief Constable have three strategic Welsh language aims over the next four years:

- **to improve the range of Welsh language services we currently offer to make it easier for members of the public to receive a service in Welsh**
- **to increase the number of Welsh speakers and learners we employ to reflect the percentage of Welsh speakers in the communities we serve in the Gwent area**
- **to use the information we obtain from monitoring and other sources to help us to identify areas where we can improve the quality of our Welsh language services and the Welsh language skills of our officers and staff.**

The Strategy also sets out how the PCC and the Chief Constable intend to comply with the Welsh Language Standards that apply to both organisations under the Welsh Language (Wales) Measure 2011. Copies of the Compliance Notices which set out a full schedule of relevant Standards are available from the Office of the Police and Crime Commissioner's (OPCC) website, and Gwent Police's website.

This Strategy also supports the goals of the Well-being of Future Generations (Wales) Act 2015 which includes the percentage of people who speak Welsh as a national indicator. It also supports the Welsh Ministers' strategy for the promotion and facilitation of the use of the Welsh language, Cymraeg 2050.

In order to achieve our strategic aims, we have established three key objectives to be delivered over the next four years.



	KEY OBJECTIVES	HOW WILL WE DO THIS?
1	<b>Engage effectively with Welsh speakers and learners in order to shape the service we provide</b>	<ul style="list-style-type: none"> <li>• Work in partnership with community-based Welsh language organisations to access the views of, and engage with, Welsh speakers in Gwent</li> <li>• Engage proactively with Welsh speaking colleagues and colleagues who are learning Welsh to seek their support in providing Welsh language policing services</li> </ul>
2	<b>Increase the number of Welsh speakers and learners that we employ across both organisations</b>	<ul style="list-style-type: none"> <li>• Put in place positive action initiatives which target, support and develop potential applicants with Welsh language skills</li> <li>• Provide basic Welsh language training for <i>all</i> of our personnel and support colleagues who wish to improve and use their Welsh language skills at all levels</li> <li>• Work with all relevant partners to promote career opportunities to young people</li> <li>• Raise awareness amongst colleagues of the value of Welsh language skills</li> </ul>
3	<b>Collect data that we can use to improve the quality of our Welsh language services</b>	<ul style="list-style-type: none"> <li>• Maintain and develop further Welsh Language Action Plans and Data Collection Toolkits for all departments</li> <li>• Use a variety of methods to test the quality of existing and new Welsh language services</li> </ul>



## THE ROLE OF THE POLICE AND CRIME COMMISSIONER

The PCC, together with the Chief Constable, is responsible for policing in Gwent. The Commissioner ensures Gwent Police is efficient and effective and seeks to improve performance and standards of services delivered to communities. Part of the PCC's role is to make sure local people have a say in how their area is policed and to hold the Chief Constable to account.

## THE ROLE OF THE CHIEF CONSTABLE

The Chief Constable is responsible for all operational policing including the direction and control of Gwent Police officers and staff, and for delivering the priorities set out in the PCC's Police and Crime Plan.

Gwent Police aspires to be an "Employer of Choice", an organisation that people choose to work for because of the way they are supported, value and encouraged. This includes supporting the use of Welsh in the workplace.



## WELSH LANGUAGE STANDARDS

### GOVERNANCE ARRANGEMENTS

The PCC has delegated responsibility for the oversight of the Welsh Language Standards to the Chief Executive for the OPCC. The Chief Executive is supported by a Policy Officer to ensure and monitor compliance. The Deputy PCC acts as the strategic lead for Welsh language.

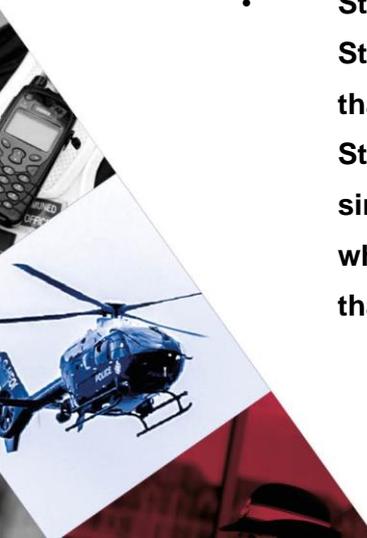
The Chief Constable has delegated responsibility for the oversight of the Standards to the Deputy Chief Constable. The Deputy Chief Constable is supported by a Welsh Language Policy Officer and a senior officer who acts as the operational lead for Welsh language.

A Welsh Language Meeting has been jointly established to monitor continued compliance by both the PCC and the Chief Constable. The Meeting will also ensure delivery of the three Key Objectives relating to the Strategic Aims.

The following sections set out how we will comply with the Standards across both organisations.

### SERVICE DELIVERY STANDARDS

- **We provide direction to staff around responding to correspondence, arranging meetings and answering the telephone. This is contained within the “Welsh Language Standards – Guidance for Staff” published on our intranet “The Beat / Y Bit. These subject areas are also covered during the “Level 1 Welsh” training session that is compulsory for all our employees. Welsh greeting prompt cards are affixed to all desk telephones.**
- **We provide all staff with compulsory Level 1 Welsh training that explains the process for offering language choice for callers and visitors.**
- **Our letter templates and e-mail templates contain statements notifying members of the public that we welcome receiving correspondence in Welsh, that we will respond to correspondence in Welsh and that corresponding in Welsh will not lead to a delay.**
- **Staff arranging public meetings are reminded through the Welsh Language Standards – Guidance for Staff published on our intranet The Beat / Y Bit that all invitations to such meetings must be bilingual. The Welsh Language Standards - Guidance for Staff also explains the process for booking simultaneous translators for public meetings and a direction that officers who chair public meetings should remind people at the start of meetings that they can contribute in Welsh.**



- All documents that we produce for public use are produced in Welsh as well as English.
- Messages are posted in Welsh on our main social media corporate sites. When members of the public contact us in Welsh they are replied to in Welsh (if an answer is required).
- All new signage is produced bilingually and Welsh is positioned where it will be read first.
- Signs are placed in main reception areas to state that people may communicate through the medium of Welsh or English.
- Through our compulsory Level 1 Welsh training session and the Welsh Language Standards – Guidance for Staff published on our intranet The Beat / Y Bît, staff are notified that they are required to greet members of the public over the telephone or in reception areas bilingually. Bespoke “Welsh Language Reception Skills” training is delivered to staff who cover visitor reception duties.
- All public notices and adverts are produced bilingually.
- All grant forms received in Welsh are responded to in Welsh and any interviews needed are conducted through the medium of Welsh (with the aid of a simultaneous translator if Welsh speaking staff are not available).
- Our respective corporate identities will not treat the Welsh language less favourably than the English language.

## **POLICY MAKING STANDARDS**

- Staff who are responsible for drafting new policy (or amendments to policy) must consider the effects of that policy (or amendment) on opportunities for people to use the Welsh Language. This consideration is given via the Welsh Language Standards impact assessment which is part of our Equalities Impact Assessment procedure, which requires input from the Welsh Language Policy Officer. This procedure also helps to ensure that in areas of business where the Welsh Language Standards apply, the Welsh language is treated no less favourably than the English language.
- If a consultation document that is intended to assist with policy making is published into the public domain, Welsh Language Standards impact assessment will be conducted by the Welsh Language Policy Officer and



Welsh language groups and individuals will be offered the opportunity to provide feedback as part of the consultation process.

- If research is commissioned that is intended to assist with policy making, we will ensure that a Welsh Language Standards impact assessment of the research proposal is conducted.
- The PCC has amended its grant funding process in order to give due regard to the requirements of the Welsh Language Standards. All applications and proposals received are asked to explain what use will be made of the language as part of the activities to be funded, including in service delivery and marketing and communication of service. Applicants are asked to provide evidence which has informed the level of service which is proposed to be offered through the medium of Welsh.

## OPERATIONAL STANDARDS

- We have produced guidance for staff on using Welsh internally for the purpose of promoting and facilitating the use of the language, this is published as the “Internal Use of Welsh” policy.
- We will introduce HR processes where all staff will be asked whether they wish to receive their contract of employment in Welsh.
- We will ask all staff whether they wish to receive paper correspondence relating to his or her employment, and/or training needs, and which is addressed to him/ her personally in Welsh.
- We will ask all staff whether they wish to receive documents that outline their performance objectives in Welsh and we will provide documents in Welsh if that is their wish.
- We will ask all staff whether they wish to receive forms that record and authorise annual leave, absences from work and flexible working hours in Welsh.
- Welsh language computer software (for checking spelling and grammar) will be provided to all staff who speak or learn Welsh if that is their wish.
- Our internal policies allow members of staff to make complaints in Welsh, and to respond in Welsh to any complaint made about them.
- Our internal policies allow for members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.

- We are in the process of carrying out an assessment of the Welsh language skills for OPCC and Gwent Police officers and staff through a self-assessment process.
- We actively promote opportunities during working hours for employees to receive Welsh Language courses from beginner level to advanced level.
- Our corporate e-mail templates allow members of staff to select Welsh speaker or Welsh learner logos to their e-mail signatures in order to promote and facilitate increased use of Welsh in the workplace.
- When we assess the requirements for a new or vacant post, we will assess the need for Welsh language skills. At present all posts are designated as “Welsh essential to Level 1” with some posts being designated as Welsh essential at a higher level of skill. If we have categorised a post as one where Welsh language skills are essential at a level higher than Level 1, then the precise Level is specified when advertising the post. All posts are advertised bilingually.
- All applications for posts may be submitted in Welsh, and applications submitted in Welsh are not treated less favourably than those submitted in English.
- Applicants may choose to be interviewed for a post in either Welsh or English. When it is not possible to convene a full panel of Welsh speakers a simultaneous translation service is used.

## RECORD KEEPING STANDARDS

- We keep a record of the number of complaints we receive relating to our compliance with the standards and report back to the Welsh Language Commissioner on an annual basis. We also keep a copy of such complaints, and any other complaints which relate to the Welsh language.
- For Gwent Police, any such complaint will be dealt with through existing Professional Standards Procedures. Further information can be found at: <https://www.gwent.police.uk/en/contact-us/your-opinion-counts/making-a-complaint/complaint-form/>
- For the PCC, complaints are dealt with by the Chief Executive: <https://www.gwent.pcc.police.uk/en/transparency/publications/>
- We will provide training to our Professional Standards Department in relation to dealing with complaints relating to our compliance with our



service delivery, policy making and operational standards. Initial training will be followed by appropriate sessions as required, supported by our Welsh Language Policy Officer.

- By means of departmental Welsh Language Standards Action Plans, we keep a record of the steps that we have taken in order to comply with the policy making standards which we are under a duty to comply with.
- We keep a record of the number of employees who have Welsh Language skills.
- We will keep a record, for each financial year, of the number of members of staff who attended training courses provided in Welsh and if a Welsh version of a course was provided, the percentage of the total number of staff attending the course who attended that version.
- We will keep a copy of every assessment that we carry out in respect of the Welsh language skills that may be needed in relation to a new or vacant post.
- We keep a record, in relation to each financial year, of the number of new and vacant posts which were categorised as posts where Welsh language skills are essential at different levels.



## HOW WE WILL MONITOR AND REPORT COMPLIANCE

Compliance with Welsh Language Standards will continue to be monitored by the PCC and the Chief Constable through their respective Management Boards, as well as through the Welsh Language Meeting and People Strategy Board.

Information regarding compliance will also be provided to the Welsh Language Commissioner upon request.

## ANNUAL REPORT

The PCC and the Chief Constable will each produce an Annual Report, in Welsh, in relation to each financial year, which deals with the way in which they have complied with the standards with which they are under a duty to comply.

The bilingual Annual Reports will be published no later than six months following the end of the financial year to which the report relates.

We will publicise the Annual Reports and copies will be available from the OPCC's and Gwent Police's respective websites, as well as in each of the offices that are open to the public.

## PUBLIC ENGAGEMENT

The PCC and the Chief Constable are committed to engaging with members of the public in order to listen to their ideas about how we can improve the Welsh language services we deliver. In 2020, this engagement was facilitated through the Gwent Police "Welsh – Our Language" event. The comments and ideas that were shared with us by members of the public at that event have been incorporated into this Strategy and our Welsh Language forward work programme.

We value and appreciate all feedback that will help us to continue to improve, if you feel that you can help us with this, and would like to become a member of the Gwent Police Independent Advisory Group, please contact our Welsh Language Policy Officer, details below.

If you would like to provide feedback in other ways, please get in touch via our social media accounts, by e-mail, by letter or by telephone.



## CONTACT DETAILS

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