

Mae'r ddogfen hon ar gael yn Gymraeg



Swyddfa Comisiynydd
Yr Heddlu a Throseddu
GWENT
Office of Police and
Crime Commissioner

WELSH LANGUAGE

STANDARDS ANNUAL

REPORT

2020 | 2021



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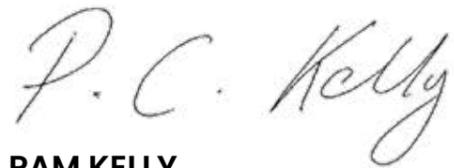
CONTACT US

FOREWORD

During the period covered by this annual monitoring report we have all experienced a huge amount of change in many aspects of our lives as a result of the COVID19 pandemic.

In order to maintain effective policing services we too have had to adapt the ways in which we interact with the public. Despite these challenges we have remained committed to providing services in both Welsh and English and this report sets out how Gwent Police has maintained the Welsh language services during this difficult time for our communities.

The Welsh language is an important part our heritage, it must be championed and valued throughout Wales. Gwent Police is committed to engaging with all our communities through the medium of Welsh, and we must continually strive to embed Welsh language into all aspects of our work.



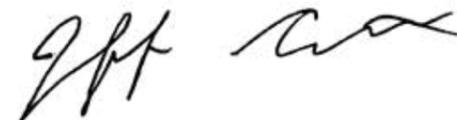
PAM KELLY
CHIEF CONSTABLE | GWENT POLICE



As a police service, we have continued to work to embrace the use of the Welsh language within the workplace and with our communities. It is vital that members of the public are able to access, through the medium of Welsh, the services provided by the Office of the Police and Crime Commissioner and Gwent Police on a day to day basis.

I welcome the publication of Gwent Police's Welsh Language Standards Annual Monitoring Report, which demonstrates the Chief Constable's continued commitment for Gwent Police to become an organisation that enables true language choice for those who wish to use Welsh.

Whilst we celebrate the achievements of the past year, we recognise the challenges that remain. We will continue to work together to identify opportunities to grow and develop a bilingual workforce that is capable and confident in its use of the Welsh language.



JEFF CUTHBERT
GWENT POLICE & CRIME COMMISSIONER





ACHIEVEMENTS

REVIEW OF SUCCESS WITH WELSH LANGUAGE MONITORING FRAMEWORK

We continue to actively monitor business processes across the whole organisation to make sure that we are complying with the Welsh Language Standards that apply to us. All departments present monitoring data to a Welsh Language Meeting that is held quarterly and chaired by the Chief Superintendent responsible for Welsh Language matters.

During this reporting period we have asked heads of departments to provide information about how they comply with the Welsh Language Standards that are relevant to their areas of business. By undertaking this exercise, we have reviewed hundreds of business processes or practices and have identified where improvements can be made to current Welsh language provision in a variety of areas of business.

Every department has its own bespoke Welsh Language Standards Action Plan to work to throughout the year in order to track progress against improvement targets and monitor compliance with relevant Welsh Language Standards.

The Welsh Language Meeting is also a forum to share information across the organisation and ensure that all heads of department are aware of Welsh language developments outside their own areas of business as well as within them.

The internal Welsh language translation service has been monitored in more detail during this reporting period, this has enabled us to identify an increase in translation demand of 45% since March 2020. Any translation requests that cannot be serviced by our in-house Welsh Translator are sent to external translators. It's not yet known why the demand for translation has increased so significantly during the last 12 months, further demand analysis is being carried out to identify the reasons behind the growth.

Examples of achievements

Business processes have been reviewed to ensure that language choice is offered at the first point of contact in numerous areas of the business including Crime Operations, Custody, Information Services and Operational Support.

Review of signage in Custody Units to ensure that all signage is bilingual

Telephone installed at reception desk in Headquarters in order to ensure continuity of Welsh language reception service during pandemic (usual face-to-face service

impacted by staff working at home in compliance with UK Government guidelines). Bilingual calling cards re-designed to be easier for all staff to use irrespective of their level of Welsh language skills.

On-line event for staff to engage with a Welsh speaker's lived experiences of public service.

OFFERING LANGUAGE CHOICE FOR MEETINGS

Although frontline policing has continued throughout the pandemic, both internal meetings and essential meetings with partner agencies were moved to on-line formats such as Teams and Skype where possible. The National Police Information Risk Management Team (NPIRMT) have advised that the Zoom video-conferencing solution has been deemed as not appropriate for police business and should be avoided. They undertook an assessment of the application and had concerns from an information security and data protection perspective, where data could be shared externally of the meeting by attendees, and was not secure. NPIRMT have advised that policing business should be conducted on either MS Teams or Skype.

As neither Teams nor Skype allow for the use of concurrent simultaneous translation, we have offered to provide consecutive translation for anyone wishing to use the Welsh language when they join on-line meetings that we have organised. For example we have been hosting a weekly meeting for community representatives and partner agencies who are invited to attend and tell us how the ongoing pandemic is affecting local people. Representatives of local Welsh language organisations have attended these meetings.

We understand that there are ongoing efforts at national level in order to secure improved access to simultaneous translation capabilities for on-line meetings, especially for public sector organisations. We welcome these efforts which, if successful, will enable us to offer an improved service to those wishing to use the Welsh language during their interactions with us.



JOINT WELSH LANGUAGE STRATEGY



The joint Welsh Language Strategy for the period 2017 – 2020 published by Gwent Police and the Office of the Police and Crime Commissioner has now come to the end of its life. A new Strategy has been produced during the reporting period 2020/21 and has been published during the reporting period 2021/22.

The three key pledges in the new joint Strategy are:

- **Engage effectively with Welsh speakers within our communities in order to shape the service we provide**
- **Increase the number of Welsh speakers and learners that we employ across both organisations**
- **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 Office of the Police and Crime Commissioner continue to share the posts of Welsh Language Policy Officer and Welsh Language Translator.

COMPLAINTS

During the reporting period 1st April 2020 to 31st March 2021, no complaints regarding lack of Welsh language service were received.

POSTS ADVERTISED IN 2020/21

In the reporting period 1st April 2020 to 31st March 2021 a total of 318 posts were advertised:

- 220 posts were advertised as Welsh desirable (Level 1).
- 6 posts were advertised as Welsh essential (Level 2).
- 6 posts were incorrectly advertised as Welsh not required. It is organisational policy to advertise all posts as Welsh essential (Level 1), unless there is a need for a higher level of Welsh language skills due to the duties which are required of the role.
- 11 posts were incorrectly advertised as Welsh language skills not applicable.

We acknowledge that this is an area for improvement and have taken steps to increase awareness amongst colleagues in order to ensure that all future vacancies are advertised with the correct wording regarding Welsh language skills.

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 2020 and 31st March 2021 317 (100%) of all new recruits received this training as part of their Induction course. Unfortunately, the impact of the pandemic meant that our plan to complete the rollout of Level 1 Welsh Language Skills to all employees during 2020 has had to be postponed. Therefore, as of 31st March 2021, 338 employees (11%) have yet to receive the training. A revised training schedule will continue in 2020/21 until all employees have attended.

Opportunities are available for employees to enrol on Welsh for Adults courses that are provided by Coleg Gwent. Where possible, employees attend during work time.

During the reporting period, the number of employees enrolled on these courses was:

- **Mynediad 1: 8 students enrolled**
- **Mynediad 2: 3 students enrolled**
- **Canolradd 1: 1 student enrolled**
- **Uwch 2: 3 students enrolled.**

EMPLOYEES WELSH LANGUAGE SKILLS



Below is a table to show the level of Welsh language skills currently recorded on our Human Resources system. Since 2017, we have seen a relative consistency in the number of Welsh speaking colleagues at Levels 3, 4 and 5, and a sustained growth in Level 1 skills due to the mandatory training.

WELSH LANGUAGE SKILLS OF EMPLOYEES			
LEVEL	NUMBER OF EMPLOYEES		
	2018/2019	2019/2020	2020/2021
1	1598	1765	1912
2	39	38	41
3	24	20	22
4	34	34	37
5	22	21	27
TOTAL	1717	1878	2039
TOTAL NUMBER OF EMPLOYEES	2138	2262	2447

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.



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

The Welsh Language Meeting scheduled for April 2020 was cancelled due to the emerging impact of Covid-19 upon Gwent Police, however the July 2020, October 2020 and January 2021 Meetings did take place as planned and performance data was scrutinised. Every department has continued to report against its own bespoke Welsh Language Action Plans, matters of service improvement have been identified.

COMPLIANCE WITH SERVICE DELIVERY STANDARDS

COMMUNICATIONS WITH THE PUBLIC

Guidance for staff has been published on Gwent Police's intranet "The Beat / Y Bit". This guidance clearly and simply explains the requirements of the Service Delivery Standards. During the mandatory Welsh Level 1 Skills training, staff are made aware of the guidance and how to use it.

RECRUITMENT

During the reporting period, we have continued to work with Careers Wales and Coleg Gwent to promote our vacancies and stress the importance of Welsh language skills. Operational colleagues who are Welsh speakers have taken part in an on-line event for Coleg Gwent students. This was an opportunity for students to hear first-hand about how Welsh language skills are used in different aspects of policing.

Welsh speaking colleagues have also assisted us in making short videos in Welsh about their different roles. These videos have been promoted on our social media accounts, they have also been made available to Careers Wales for them to use during on-line careers events.

WEBSITE AND SOCIAL MEDIA

Gwent Police now has around 402 followers of our Welsh medium Facebook page, an increase of 9% compared to last year's figure, and 543 followers of our Twitter account, an increase of 6% compared to last year's figure. Members of the public are also welcome to contact Gwent Police's Social Media desk in Welsh or English.

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.

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



COMPLIANCE WITH POLICY MAKING STANDARDS



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.

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.

We have met our Policy Making Standards by using our Equality Impact Assessment (EIA) process to identify and address any impacts arising from Welsh Language Standards. 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 amended 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.

All new policies and procedures, and proposed revisions to existing policies and procedures, are sent to the Welsh Language Policy Officer as a matter of course during the internal consultation phase. The Welsh Language Policy Officer provides bespoke advice and guidance on how to ensure that the Welsh language is treated no less favourably than the English language (apart from where legal exemptions apply). Including the Welsh Language Policy Officer in all policy consultations also helps to ensure that all opportunities to promote and increase use of the Welsh language are identified.

As part of the policy consultation process, a record is kept of all advice and guidance issued by the Welsh Language Policy Officer. During 2020/21, the Welsh Language Policy Officer has made positive contributions to 36 policies and procedures, including, for example, Social Media Policy, Road Closure Policy, Annual Leave Policy and Disciplinary Procedure for Staff.

COMPLIANCE WITH OPERATIONAL STANDARDS



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.

WELSH ESSENTIAL POSTS

Due to a number of competing priorities within the People Services department, it has not been possible to complete the review of Welsh essential and Welsh desirable posts during this reporting period. We recognise this as an area for improvement and will take steps to address the outstanding work within the next reporting period.

Externally, posts are advertised in Welsh as well as English, and our on-line recruitment software allows for candidates to make applications in Welsh or English. Candidates are asked to indicate their level of Welsh ability and note whether they would like to be interviewed in Welsh should they reach that stage of the process.

During this reporting period, all colleagues have received an automated message when logging onto their work computers. This message has asked them to take time to ensure that they have recorded their Welsh language skill level appropriately on their personnel record. As of 31st March 2021, 338 colleagues had yet to enter a level on their personnel record. We recognise this as an area for improvement during the next reporting period.

TRAINING COURSES PROVIDED IN WELSH

No training courses have been provided in Welsh during this reporting period.

SIGNAGE

It is Gwent Police policy that all new or replacement signage is produced bilingually with the Welsh positioned so that it is likely to be read first.

CHALLENGES



Gwent Police does not have any outstanding challenges lodged with the Welsh Language Commissioner.

CONTACT US



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

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TELEPHONE

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FACEBOOK

GWENTPOLICE

We welcome correspondence in Welsh and English – we will respond equally to both and will reply in your language of choice without delay.



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