

GWENT POLICE AND GWENT POLICE AUTHORITY WELSH LANGUAGE SCHEME

1. INTRODUCTION.

This Scheme sets out the strategic aims of Gwent Police and Gwent Police Authority with regard to the Welsh Language. It also sets out the specific activities designed to achieve the aims.

Police forces in Wales have adopted the principle that in the conduct of public business and the administration of justice in Wales they will treat the English and Welsh languages on a basis of equality. This scheme sets out how Gwent Police and Gwent Police Authority will give effect to that principle when providing services to the public it polices.

Gwent Police covers the Unitary Authorities of Newport City, Caerphilly, Torfaen, Blaenau Gwent and Monmouth with a total population of 530,000.

During 2006/07 approximately 53,000 crimes were committed in the area. We employ around 2100 staff, composed of 1486 police officers and 935 police staff. The Force has three territorial divisions; Newport City, Torfaen and Monmouthshire and Caerphilly and Blaenau Gwent. There are multiple sites of service delivery both for territorial policing and headquarters functions.

The demographic shift in the ability to speak Welsh within the Force area has been significant during the last 10 years, in keeping with other parts of South East Wales. Gwent has seen an increase in the numbers able to speak Welsh from 3.5% in 1991 to 10.4% in 2001. The geographically breakdown of this information is set out in Figure 1.

	1991		2001		%Increase
	Number	%	Number	%	
Caerphilly	9,710	6.0	18,237	11.2	5.2
Blaenau Gwent	1,522	2.2	6,417	9.5	7.3
Torfaen	2,126	2.5	9,780	11.1	8.7
Monmouth	1,634	2.1	7,688	9.3	7.2
Newport	2,878	2.3	13,135	10.0	7.7
Gwent Total	17,870	3.4	55,257	10.4	7.0

Figure 1 – Percentage of the population able to speak Welsh in 1991 and 2001 (census data)

One of the major reasons for this change is the impact of Welsh medium education, the largest single age group of Welsh speakers being 10 to 14 year olds. However, there remains a reluctance to use Welsh as a language to undertake business, including dealing with the police.

This Scheme aims to support the Welsh Language in order to facilitate its use within the Police as a business language, and also its use by the public in their encounters with the police. The Scheme mirrors those of the other police forces in Wales, but also reflects the local circumstances in Gwent, particularly in the timescales set out in the Action Plan. It also aims to reflect local circumstances in Gwent, particularly in the timescales set out in the Scheme's Action Plan.

The Assistant Chief Constable is the lead ACPO Officer for the Welsh Language Scheme. He is supported by the Welsh Language Group, whose role is to co-ordinate the development of the Scheme and its Action Plan. The Group is chaired by a Chief Superintendent and has Police Authority representation. The Group reports to the Confidence and Equality Board and the Police Authority Committee on Diversity and Human Resources.

The following operational and support areas are represented on the group: (Set out in Figure 2)

Divisional Commander, (Chair)
Training Dept. H.Q.
Call Centre Manager
Corporate Communications H.Q.
Training Dept. H.Q.
Police Authority, H.Q.
Community Safety H.Q.
Diversity Officer, H.Q.
Force Inspectorate, H.Q.
Personnel Manager, H.Q.
Head of Admin, H.Q.
Corporate Services, H.Q.
ISD, H.Q.
ASJ, CJD, Newport

Figure 2

2. THE ALL WALES CONTEXT

2.1. The Welsh Association of Chief Police Officers (WACPO) Welsh Language Strategy 2006

The strategic approach to the use of Welsh and English is based upon the following **principles**:

- **The Welsh and English Language have equal status.**

- **Improve service provision to the public in their language of choice.**

To support these principles we will adopt the following **tactics** (common minimum standards*):

- One innovative Welsh Language Scheme
- Promote bilingual workplaces in order to increase the confidence of staff to use Welsh
- All new staff encouraged to demonstrate basic linguistic courtesy in Welsh
- Working towards providing language choice in the recruitment and appointment processes
- Encouragement and support for staff to learn Welsh or to improve their skills
- Identify posts where there is a need for a specific level of ability in Welsh
- Working towards guaranteed language choice at the primary public interfaces (Public reception areas and counters, control rooms/Call Centres, Custody suites and schools).

2.2 During the next 3 years, Police forces in Wales and their Police Authorities will aim to:

- operate more like a bilingual organisation
- increase the number of staff who can confidently speak or write Welsh and encourage them to use their skills more often to contribute to ensuring a choice of languages for the public.
- raise the awareness of current and new staff regarding the police commitment to offer a bilingual service.
- work towards attracting more applications from Welsh speakers and learners from Welsh communities to join the police as officers or police staff. Part of this would be to nurture more contact with Welsh speakers and with various representatives of Welsh language groups.
- develop a language skills strategy that would encourage all new members of staff to demonstrate the ability to show basic (Level 1) Welsh language courtesy skills as part of the induction process, in addition to concentrating on existing staff who have direct contact with the public.
- ensure that Human Resources internal proceedings and procedures fully acknowledge and consider ability in Welsh to be a skill, side by side with other necessary skills.

- seek opportunities to promote and develop the use of Welsh in different proceedings and procedures with the Home Office, HMIC and other Welsh police forces.
- make the most of every opportunity to define its commitment to the Welsh language as part of its effort to acknowledge Race and Diversity matters in Wales.

The success of this Scheme is the responsibility of all members of staff.

3. **PLANNING AND DELIVERING SERVICES**

New Policies and Initiatives

- 3.1 Gwent Police will ensure that language equality principles will be considered in all aspects of Police work and that Divisions and Departments operate in accordance with the Scheme.
- 3.2 All new schemes, initiatives or policies that are adopted by Gwent Police will conform to the requirements of this policy. When existing policies are reviewed annually, the opportunity will be taken to fully consider the needs of Welsh speakers and the expectations of this policy.

There are references to this policy in other relevant Police schemes, initiatives and policies. The Force will also assess the likely language results of any new policy or initiative during preparation and when monitoring the policy or initiative.

- 3.3 Reviewing and introducing new policies and initiatives will enable the Police to:

Promote the use of Welsh in its services and move towards achieving the objectives of this Scheme. Every opportunity will be taken to move closer to achieving the principles of equality. The principles described in this Scheme are relevant to every new policy and initiative operated by the Police or on the behalf of the Police.

Implementation

- (i) Divisional Commanders and Heads of Departments will ensure that all Police work fully conforms to the requirements of this Scheme and the WACPO Language Strategy.
- (ii) New policy owners and owners of policies undergoing annual reviews will include relevant clauses in the policies to ensure that they fully conform to the requirements of this Scheme and of the WACPO Language Strategy. It will be the responsibility of Policy owners to monitor that they conform with the Language Scheme.
- (iii) Project managers will consider the requirements of Welsh speaking members of the public when creating the brief for the project. Appropriate

clauses will be included in the project specification to ensure that it conforms with the Language Scheme. The relevant project manager will be responsible for monitoring conformity with the Language Scheme throughout the project.

- 3.4 The Gwent Police Welsh Language Group will be directly responsible for promoting Welsh language matters and for monitoring conformity with the Welsh language Scheme from day to day amongst Divisions and Departments. ACPO and/or the Police Authority will be responsible for recognizing the need for any change to the Scheme and for providing the necessary reports to the Welsh Language Board. The Gwent Police Welsh Language Group will be the contact point for enquiries about the Scheme and its implementation.
- 3.5 If there are any new policies or initiatives that could have an effect on the Force Welsh Language Scheme or on the Scheme of another organisation, then the Welsh Language Board will be consulted. The Scheme will not change without the agreement of the Board.

Implementation

- i) The heads of all Divisions and Departments will name a member of the management team to act as a local coordinator for Welsh language matters. The local coordinator will be responsible for increasing the use of the Welsh language in the different teams and for filling in the local monitoring forms.
- ii) Gwent Police will ensure that a copy of the Scheme as well as implementation guidelines are available to staff through appropriate means, including the use of the Force Intranet.

4. SERVICE DELIVERY

- 4.1 In delivering our policing service, we acknowledge that the Welsh speaking public who come into contact with the police have the right to receive a service through the medium of Welsh. But it must be realised that not all members of staff speak Welsh and therefore in some circumstances we cannot provide a fully bilingual service when dealing with: -
 - a) Emergencies or serious incidents or:
 - b) Where it would affect the efficiency of police operations, making the level unacceptable e.g. specific legal operations such as breathalysers, stop/searches etc.
- 4.2 If there is not a member of staff immediately available, measures will be in place to contact a Welsh speaking member of staff. We will get back in contact with the member of the public to provide the relevant service.
- 4.3 When we are aware from the beginning that a member of the public requires a Welsh language service, it will be provided.
- 4.4 In an effort to provide a comprehensive service, Welsh speakers will be identified in all Divisions / Departments.

All staff will be familiar with the measures in place to implement the provision of the policy.

Implementation

- (i) Human Resources will ensure that there is a current list of Welsh speakers for internal use in order to respond to requests for Welsh language service, and that staff know how to get support when it is needed.

- 4.5 In reality, the force's ability to provide a service for the public in their chosen language depends on the ability and the confidence of the staff to use their Welsh skills in public. One of the objectives of the WACPO Language Strategy is 'to promote bilingual workplaces in order to increase the confidence of staff to use Welsh'. The aim is to create a bilingual ethos in the workplace that will give staff more confidence to practice and use their Welsh skills when providing services to the public.

Implementation

- i) The Divisional and Departmental Welsh language coordinators will be responsible for promoting the use of the Welsh language in the workplace where this is practicable.
- ii) The Welsh and English languages have equal status in the Police. Staff are encouraged to use Welsh or English at work when fulfilling their duties as long as it does not disturb the efficiency of internal communication.
- iii) In accordance with the WACPO principles Welsh speakers and learners will be encouraged and supported to make more use of their spoken and written Welsh skills at work.

5. Welsh Service Standards

- 5.1 All members of the public have a right to communicate with the Police in Welsh or in English, whichever is their choice.

- 5.2. When dealing with other parties that are responsible for administering the Criminal Justice system i.e. the Courts, the Probation service, the Prison Service and the Crown Prosecution Service, the Police will ensure that procedures are adopted that highlight the individual's choice of language in computer systems and files.

5.3 Translation Services.

Gwent Police aims to provide a consistent and balanced service of the same standard in both languages in their service to the public, in accordance with current legislation.

Translation can be carried out by staff within Gwent Police where appropriate or by identified external translation service. Details of Welsh speakers in Force is held on Delphi personnel management system, together with their level of fluency. Each Division/Department will be responsible for the cost of the translation

services they use.

Implementation

- i) Any official brochures, leaflets or publicity material should be translated prior to printing. .
 - ii) Welsh speakers in the force will be encouraged to draft documents / letters etc in Welsh first. Their efforts will be supported by the external translation providers to be checked and edited / proof read.
 - iii) The principles of “Plain Welsh” will be adopted when producing any written work.
- 5.4 Welsh speaking staff and learners will be encouraged to wear a small badge telling the public that they speak Welsh and English, or that they are learning Welsh.
- 5.5 Gwent Police will expect any third party employed on their behalf to provide a service to the public in Wales in accordance with the conditions of the Scheme. The precise details will be outlined in the contract documents.
- 5.6. When planning and presenting any services for the public, Gwent Police will consider the linguistic nature of the area, communities and educational establishments. This information will be recorded and revised / updated when presenting information to new local officers.
- 5.7. The ability of Gwent Police or any other third party employed on their behalf, or any partner, to provide a quality language choice provision will be monitored.

Implementation

- i) The Divisional and Departmental heads will be responsible for ensuring an equal standard of service in both languages.
- ii) The Divisional and Departmental Welsh language coordinators will encourage Welsh speaking staff and learners to wear a small badge telling the public that they speak Welsh.
- iii) Gwent Police will record and transfer information regarding language choice of members of the public to other parties that are responsible for administering the Criminal Justice system.
- iv) Welsh Forces will share good practice and cooperate on projects for the benefit of their different Language Schemes. This will be achieved through establishing a Forces Welsh Language Group.
- v) The Welsh language situation of all areas across the force will be included in the ward profile of each Neighbourhood Officer. This information will be updated when a new officers takes over the ward. The Divisions will retain a record of the information.

6. SERVICE PROVISION FOR THE PUBLIC OF GWENT

Written Correspondence

6.1 Gwent Police welcome written correspondence and letters in Welsh and English.

Letters in either language will be answered and signed in the language of the original correspondence in accordance with the force corporate target, or where this is not possible a signed acknowledgement followed by progress updates.

6.2 All newsletters, leaflets, standard letters or forms sent to the public in Wales will be bilingual. All centrally produced forms containing the details of fixed penalties will be bilingual.

6.3 If any member of staff corresponds by letter or e-mail message with a member of the public after having a face to face or telephone conversation in Welsh, then the written correspondence will be in Welsh or in the chosen language of that member of the public. If the member of staff can not write Welsh confidently, they should gain assistance or obtain translation through the external provider.

6.4 The Force will initiate correspondence in Welsh with people we know, due to former contact, who prefer to correspond through the medium of Welsh. All Divisions / Departments will maintain a database of those who wish to be dealt with through the medium of Welsh.

6.5 All standard details on official paper, including standard fax message front pages, in the force will be bilingual. Welsh will appear above the English or to the left of English with both languages being equal in size, quality and clarity. This includes any standard text. It also includes contact details and e-mail messages (post title, Division / Department etc.)

6.6 In order to implement the above policy, all staff will be aware of these arrangements as well as of the support that is available to staff members who don't speak Welsh to communicate with the public.

Implementation

- i) Division and Department Business Managers will name specific staff that will benefit from having CYSGLIAD or any other relevant Welsh software that would promote the ability of individual staff members to write Welsh correspondence.
- ii) The IS Department will arrange for these members of staff receive the software. The relevant line manager will arrange training in its use if needed.
- (iii) Business Managers will ensure that all standard details that appear on the Forces headed paper or in electronic form or on fax sheets used for official correspondence will be bilingual.
- (iv) All Divisions/Departments will keep a current record of the names of people who

wish to be dealt with through the medium of Welsh.

- (v) All forms containing specific details of a fine or penalty sent to the public will be completely bilingual.

7. COMMUNICATING BY TELEPHONE

7.1 The Force welcomes telephone calls in Welsh and English.

All public calls made to published external Police numbers and internal calls to the Control rooms will be greeted bilingually, first in Welsh and then in English. Staff will show linguistic sensitivity and courtesy when responding to Welsh calls.

If the caller wishes to speak Welsh, and the member of staff who answers cannot speak Welsh, the call will be redirected to a Welsh speaker. If there is no Welsh speaker available, arrangements will be made for a Welsh speaking member of staff to return the call as soon as possible. But consideration will always be given to the nature and importance of the call.

7.3 Gwent Police will seek to have Welsh speakers available in the Control rooms / Force Call centre to deal with members of the public using the 999 service who speak in Welsh.

7.4 The Force Control Room will provide instructions for staff regarding how to respond appropriately to phone calls from the public.

7.5 All answering machines on external telephone numbers published by the Police for direct access for the public will have a bilingual message.

7.6 Welsh speaking staff will be named in each Division / Department and a database of their details will be kept. This will allow Divisions / Departments to give appropriate attention to redirected calls in accordance with the wishes of the caller or in order to ensure that someone returns the call if there is not a Welsh speaker immediately available.

Implementation

- (i) The Force Control Room management team will prepare guidance and arrange training where needed for control room staff on how to appropriately answer telephone calls in accordance with the aims of this Scheme. The management team will monitor this policy.
- (ii) All members of staff who respond directly to external telephone calls will treat those calls in accordance with the guidance in this section.

8. PUBLIC MEETINGS

8.1. All members of the public who attend public Police or Police Authority meetings will be welcome to speak in Welsh or English. Public advertisements, invitations and other papers describing arrangements for public meetings will explain that this is possible where prior request is made.

- 8.2 The principle of providing language choice or responding positively to a request for a Welsh language contribution will also be relevant in local council meetings, presentations and talks held in educational establishments and in the community. Gwent Police will provide Welsh speaking staff for the purpose of addressing schools, societies, youth groups etc. on matters that are of policing interest in accordance with the wishes of the establishment / group.
- 8.4 In accordance with the aspiration of the police to make more use of the Welsh language as an internal business language staff who chair meetings are encouraged to open and close internal meetings bilingually in order to demonstrate equal status to both languages.

Implementation

- (i) In every public meeting or conference held by Gwent Police or Gwent Police Authority, the chairperson of the event will open the discussions with a bilingual greeting. Participants will also be told that, in accordance with any prior notification, translation facilities are available and that contributions can be made in their chosen language.
- (ii) Divisional / Departmental heads or Managers / Coordinators will ensure that members of staff responsible for representing the Force in any external meetings or presentations offer the choice of providing the service either in Welsh, in English or bilingually, and respond positively to a request to receive the service in Welsh.

9. OTHER CONTACT WITH THE PUBLIC

- 9.1. All members of the public who wish or have to discuss any matter face to face with the Police will be welcomed to do so through the medium of Welsh or English.
- 9.2 Gwent Police will ensure provision for individuals who wish to speak Welsh when attending police premises. Bilingual advertisements and posters will be placed in public positions in police stations and police buildings to draw attention to these facilities.
- 9.3 Where it is practicable within a department/division, Welsh speaking staff will be located in workplaces where members of the public who often speak Welsh wish to discuss matters though the medium of Welsh.
- 9.4 In all other communication medium, the Force will undertake to communicate with the public in their chosen language.
- 9.5 When individuals are interviewed during an investigation, Gwent Police will inform individuals orally regarding the right to have the interview conducted in Welsh or English according to the wishes of the individual. A record of the decision will be kept and transferred to relevant partners to ensure that the language choice of the individual is respected. If there is no Welsh speaking Officer immediately available, arrangements will be made to obtain an available officer.

Implementation

- (i) Police station reception / front counter staff, staff who answer the phone and staff working in the custody suites will offer and facilitate language choice in a proactive way.
- (ii) Staff that are able to speak Welsh or who are learning will be encouraged to greet the public bilingually at the commencement of any meeting or conversation in order to facilitate language choice.
- (iii) Staff will respond positively to a request for Welsh language service and facilitate the process if they don't speak Welsh themselves.
- (iv) Custody staff will inform individuals about the right to be interviewed in Welsh or English in accordance with their wish. A record will be made that a language choice was offered, in addition to a record of the decision of the individual. The language choice will be transferred to Criminal Justice partners as part of the responsibility of Police forces to facilitate language choice in the Criminal Justice Sector.

10. THE PUBLIC FACE OF POLICE FORCES

Corporate Identity

- 10.1 The corporate identity of Police forces in Wales will be fully bilingual.

The following documents and signs will be in both languages -

Arrest warnings
Arrest warrants
Badges (Uniform, helmet etc.)
Business cards
Car park signs
Charge sheets
Compliments slips
Consultation documents
Copy of police evidence against accused - when requested
Cordoning-off tape
Entry warrants
Evidence / witness forms
Fax sheets
Fixed penalty notices
General information leaflets
Jackets (POLICE, TRAFFIC WARDEN etc.)
Letterheads
Location maps
Neighbourhood Watch leaflets
Notices of all kinds within and outside police buildings

Opinion surveys (postal / face-to-face / telephone)
Parking tickets
Police vehicles / helicopter
Publications for schools, voluntary groups, the elderly etc.
Receipts (for personal possessions whilst in custody)
Receipts, invoices and cheques
Search warrants
Signs (permanent - at police buildings)
Signs (temporary - on roads)
Standard letters
Statement forms
Summonses
Uniforms
Notices
Yellow police over-jackets (bearing the word: POLICE)

- 10.2 Any new document that will be in the public domain will also be bilingual. A Welsh version will appear with equal status to the English version on any signs or notices.

Signs

- 10.3 All Police Force external and internal signs will be bilingual.
- 10.4 All signs will respect the principle of the equality of both languages in that they will be equal in terms of format, size, quality, legibility and prominence.
- 10.5 All other public signs which fall within the responsibility of the Police will likewise be bilingual e.g. temporary road, electronic or computerized signs, appeals for information, accident, stop and slow signs.
- 10.6 It is the responsibility of Divisions / Departments to identify lapses in signage and notify the Estates Department.

Implementation

- (i) Divisions / Departments will ensure that all signs and notices are bilingual and a Welsh version will appear with equal prominence to the English version.

11. PUBLICATIONS AND WRITTEN MATERIAL (INCLUDING ELECTRONIC VERSIONS)

11.1 External Documents

Police and Police Authority publications and written material (including electronic versions) produced for use by the general public will be bilingual.

The methodology which appears in Appendix 'A' shows which items will always be bilingual and which items will usually appear in one language only. Work has to be prioritized and translation resources used for the most important items.

Where possible, all public documents will contain both Welsh and English versions. The Welsh text will appear above or to the left of the English text. Where this is not practicable due to printing difficulties, the English and Welsh version will be published and distributed simultaneously.

The Welsh version of a document will not be greater in price than that of the English version and will be of equal quality

When a single language version of a document or form is produced, it will carry a message confirming the document or form is available in the other language

11.2 Internal Documents

In accordance with the aspiration of the police to make more use of the Welsh language as an internal business language staff are encouraged to identify opportunities to use both Welsh and English on items for internal use, when appropriate and practical.

Internal documents will not be translated at the expense of documents for the public domain. The guidelines in Appendix 'A' will be used to prioritize between internal and external items.

- 11.3 Gwent Police utilizes documents published centrally e.g. by bodies such as the Home Office and their partner agencies, which are circulated to the public. In the past many of these documents have been produced in English only but we will continue to encourage such organizations to produce all their documentation bilingually in order that our own language Scheme is not compromised. Welsh Forces will also continue to request that the National Police Improvement Agency plans and provides language choice in recruitment and promotion processes in order to offer genuine language choice to the public and staff.

Implementation

- (i) Gwent Police is keen to encourage more use of the Welsh language as an internal business language. Staff responsible for producing items for internal use should consider the opportunity to include both languages.
- (ii) Welsh Police Forces will continue to request that the Home Office and its respective partner agencies, such as the National Police Improvement Agency, recognize the existence of two official languages in Wales and the need to create and produce bilingual processes and literature.

12. FORMS AND EXPLANATORY MATERIAL

- 12.1 Forms and explanatory printed material for the public in Wales will be fully bilingual. In exceptional circumstances, it may be necessary to produce separate Welsh and English forms / leaflets but every effort will be made to keep this to a minimum.
- 12.2 Where it is impossible or impracticable to publish a document containing both languages, the Welsh and English versions will be issued simultaneously and will be equally available in offices and other distribution points. The documents will also carry a message confirming that the material is available in the other language.

13. PRESS NOTICES

The force will consult with the press and media in order to identify their preferred language(s) for receipt of press releases, whether Welsh or English only, or bilingually.

Implementation

- i) A record of preferences will be kept in the Corporate Communications Department. Data will be reviewed and updated annually.

14. PUBLICITY CAMPAIGNS, PUBLIC NOTICES AND RECRUITMENT ADVERTISING

- 14.1 Gwent Police is committed to conducting advertising and publicity initiatives in Wales bilingually whatever form they take (e.g. posters, information bulletins, leaflets, surveys, exhibitions, display stands, newspapers, radio, television, cinema, video, CD, DVD and audio tapes).
- 14.2 Publicity campaigns, public notices and staff recruitment advertising in publications distributed mainly or wholly in Wales will be bilingual in English language papers and Welsh only in Welsh language papers.
- 14.3 Gwent Police will conduct advertising and publicity activities in Wales bilingually, in a way that treats the two languages on a basis of equality. Official notices, public notices and recruitment advertisements will appear in Wales with the Welsh and English version shown together and equal in terms of format, size, quality, legibility and prominence, whether in the press or on notice boards or otherwise.
- All publicity literature for use in Wales will be produced in Welsh and English
 - Press advertising campaigns in Wales will be run in Welsh and English

- Television and radio publicity campaigns and information bulletins broadcast to the public in Wales will be in Welsh and English
- Advertising on posters and hoardings and use of electronic messages in Wales will be in Welsh and English
- Public surveys in Wales, whether conducted through the post, from door-to-door, on the street or otherwise, will be conducted bilingually
- Direct marketing campaigns will be run in Welsh and English
- Response mechanisms related to publicity activities and marketing in Wales will allow communication through the medium of Welsh or English.
- Information display stands for the public in Wales will be bilingual.

14.5 Recruitment notices in all UK English Language Publications (e.g. Police Review) will appear in English only unless:

- the ability to speak Welsh is essential
- It would be of benefit to advertise bilingually to attract Welsh speakers from all over the UK.

14.6 Recruitment notices in all UK English language publications will refer to the bilingual nature of Wales and that applications are welcomed from Welsh speakers.

14.7 Any public notices or recruitment advertising placed elsewhere in Wales will be bilingual.

Implementation

- i) All information to be placed on Force websites will be bilingual.
- ii) Staff responsible for preparing publicity campaigns should plan bilingually and should consider the need to show linguistic and cultural sensitivity when planning.
- iii) Any body or group entering into partnership with the police for publicity reasons will be required to conform to the Force Welsh Language Scheme or to their own.

15. IMPLEMENTING THE POLICY

Staffing, Recruitment and Training

- 15.1 Police Forces in Wales are currently working to improve service provision to the public in their language of choice. However, currently they do not have sufficient staff with the ability, the confidence and the willingness to speak Welsh, in order to guarantee genuine language choice in their provision of services to the public. Consequently, forces are committed to trying to increase the number of bilingual staff who are recruited and to publicise that fact.
- 15.2 Gwent Police are keen to encourage the ability of all new staff to be able to demonstrate basic linguistic courtesy in the Welsh language and linguistic awareness and sensitivity on appointment (level 1 in the Police Welsh Language competency framework). This is being undertaken in order to change the force linguistic profiles in a planned way.

Implementation

- (i) Gwent Police will continue to try to recruit more Welsh speaking staff and learners who have the other relevant skills to fulfil the requirements of a post. Part of this process is cultivating and maintaining contact with Welsh organisations and societies.
 - (ii) The Force will ensure that there is sufficient investment in the recruitment campaigns and that sufficient staff resources exist to achieve the objective.
 - (iii) The police will research opportunities to ensure that any new staff members will have some basic Welsh skills before joining or during induction, in order to ensure that all in the organisation have the ability to show some basic linguistic courtesy as a minimum in the future. Opportunities to develop these basic skills further during the probation period will also be researched.
- 15.3 Explaining the background, aims and objectives of the Language Scheme are critical to introducing a cultural change in the forces. All new staff in the force will receive a presentation on the expectations of the organisation as part of any induction course for new staff. Language awareness sessions will also be provided during management skills development courses and courses for staff who have regular contact with the public.

Implementation

- i) Gwent Police will ensure that all new staff are aware of the aims and objectives of the Welsh language Scheme and the role of language choice to ensure quality of service in Wales. Opportunities will also be identified within developmental courses and by internal communications to ensure

that established staff are also aware of the corporate objective and individual responsibility.

- ii) Gwent Police will investigate ways of developing or enhancing the provision of linguistic awareness and linguistic sensitivity training for staff as part of any training course, especially training courses for posts which entail regular contact with the public, e.g. role specific training.
- 15.4 The Police Force Welsh Language Competency Framework will be used to assess Welsh language competency levels (Appendix C). Applicants for posts will be informed of the appropriate competency level required.
- 15.5 Where necessary, and in order to achieve a stated aim, i.e. genuine provision of language choice to the public, Gwent Police will identify those workplaces and posts where there is an expectation of a specific level of ability to speak Welsh to level 3 or above as denoted in the Welsh Language competency framework ('Welsh Essential' posts). Welsh forces Welsh language working group will research ways of measuring the required level of Welsh language skill for each post. Some posts will require a higher level of skill (level 4 or 5) due to the nature of their responsibilities.
- 15.6. From 1st April 2006 Gwent Police has provided an input to all new probationer constables to ensure they attain level 1 standard i.e. the ability to pronounce place names and demonstrate basic linguistic courtesy. This is delivered by CD based language training through the initial Police Learning and Development Programme and will be expanded to be covered in the induction of all staff.

Implementation

- (i) Gwent Police will work towards acknowledging ability in the Welsh language as a skill or a specific competency
 - (ii) Human Resources Departments will have central ownership and strategic supervision over the process of identifying the Welsh language ability level requirements for all posts.
 - (iii) Human resources managers will ensure that Divisions / Departments consider the linguistic needs of posts and locations when determining which staff are appropriate for any particular post
- 15.7 The Welsh Language competency framework is provided to enable staff to identify and record their current Welsh skills level as part of the annual Performance Development Review (PDR). The emphasis will be placed on the ability and willingness of the employee to use language skills in work. The framework and explanatory notes can be seen in Appendix C. They should be used every time it is needed to identify Welsh language competency levels.
- 15.8 Members of staff who do not already speak and write Welsh fluently will be encouraged to learn Welsh or to improve their ability in the language. Priority will

be given to posts that come into regular contact with the public. Learning and training programmes will be arranged that focus on workplaces and posts. Where there is a business case to invest in staff attending language training courses, they will be held during working hours. This forms part of Gwent Police's strategic aim to provide equality to both languages, which prioritising the external provision of language choice.

Implementation

- (i) Welsh language training will be given the same status as any other training in the Force. Processes that are part of the Professional Development Review (PDR) will be used to identify staff training needs. If the need for Welsh language training is raised / identified, or if a member of staff indicates a desire to learn Welsh this will be noted by the Divisional / Departmental Human Resources Manager.
- (ii) As is the case with any training, it will be the responsibility of line managers to nominate staff to attend courses and to facilitate and monitor attendance as well as show an interest in the development of the individual.
- (iii) Gwent Police will encourage all non Welsh speaking staff who have contact with the public to develop a basic ability in the Welsh language in order to strengthen the force's ability to show linguistic courtesy, e.g. through the use of learning material produced on a CD.

15.9 If a non Welsh speaker is appointed to a post that has been identified as requiring a specific level of competence in Welsh of level 3 or above as one of the core skills of the post ('Welsh Essential' post), the individual who is appointed will be expected to learn the language to the expected level within an agreed period. Post contracts will be adapted to include this requirement. If the learning target is not achieved within the specified period, the performance of the member of staff will be reviewed in accordance with the employment contract.

Implementation

- (i) The Human Resources Departments will be centrally responsible for supervising and monitoring this process.
- (ii) When an individual is interviewed for a post that has been identified as 'Welsh Essential' the interview will be conducted in Welsh and in English. The interview panel will include at least one Welsh speaker. The Welsh ability of the applicant will be assessed as part of the interview process.

15.9 Where appropriate, vocational Welsh language training will be offered to members of staff.

Implementation

- (i) Gwent Police will continue to work towards providing language choice to the public who attend assessment centres for selection as police officers or attend interview for a police staff post.
- (ii) Gwent Police will review the need and demand for the provision of initial training through the medium of Welsh to probationers.
- (iii) Gwent Police will continue to ask the National Police Improvement Agency (Police Forces Examining Body) and the Home Office to provide staff selection procedures and promotion examinations through the medium of Welsh as well as English.
- (iv) All coordinators of training courses that refer to providing a service for the public will ensure that reference to the role of language choice in service delivery is given a prominent place in the programs. The Force Welsh Language Group will offer advice and support, including specific information about this subject.

15.10 The principles of this policy will be considered when preparing the Human Resources strategy.

16. ADMINISTRATIVE ARRANGEMENTS

16.1 The Chief Constables and the Police Authorities in Wales are fully committed to achieving the principles described in this policy.

These proposals have been fully discussed and approved by the Chief Police Officers and the Police Authorities in Wales.

16.2. Gwent Police and the Gwent Police Authority give a commitment to integrate Welsh language aspects of the organisation's services within their normal administrative process. When plans for any new project are presented to the Authority for approval, consideration will be given to ensure that it conforms with the Language Scheme.

16.3. Completion of the Welsh Language Scheme is included as an objective in the Force Corporate Business Plan which details the main organisational changes the Force is undergoing.

16.4 The specific responsibility for ensuring that the scheme is implemented falls with the ACPO officer who is responsible for the Welsh Language portfolio.

It is the responsibility of all Divisional Commanders and Heads of Department to circulate details of the scheme and ensure that all members of staff are aware of the requirements.

- 16.5. The Force Welsh Language Group shall be centrally responsible for the dissemination of information, instructions and guidance in relation to this policy.
- 16.6. Gwent Police will acknowledge that providing a choice of language and showing linguistic sensitivity plays a significant part in ensuring customer care and satisfaction.

Implementation

- i) When any project / policy development plans are presented for the approval of Chief Officers and/or the Authority, it will be necessary to note that the scheme / policy conform to the Welsh Language Scheme.
- ii) Any new chief officers / members of the Police Authority will have to attend a Welsh Language awareness and sensitivity session as part of the Force / Authority induction course.

17. INFORMATION BOOKLET

An information booklet will be prepared for all members of staff explaining the nature of the scheme and how it should be implemented and the target dates specified. This information can be seen on the Welsh language site on the Force Intranet.

Implementation

- i) The Force Welsh Language Group will provide advice and guidance to staff on their responsibilities under the Welsh Language Scheme.

18. SERVICES GIVEN ON BEHALF OF GWENT POLICE AND GWENT POLICE AUTHORITY BY OTHER PARTIES

18.1 When fulfilling statutory functions and those that regulate the provision of services to the public the force will

- i) Encourage third party organisations that provide a service to the public to use Welsh when delivering a service.
- ii) Refer the organisation to the Welsh language scheme and the good practices that are established in it and to include measures regarding use of the Welsh language in service agreements, service licenses or other regulatory documents in order to offer guidance and support to organisations.

18.2 Gwent Police work in partnership with other public bodies, organisations from the voluntary sector and other agencies. We will work at a variety of levels when cooperating with others:

- i) When we are leading a partnership, strategically and financially, we will

- ensure that the public provision conforms to the Language Scheme.
- ii) When we join a partnership that another body leads, our contribution to the partnership will conform to the Language Scheme, or an agreed Scheme from within the Partnership and we will encourage other parties to conform.
- iii) When we act as part of a consortium, we will encourage the consortium to adopt a language policy. When acting publicly in the name of the consortium we will act in accordance with the Language Scheme.

When we join or form a partnership, we will ask other potential partners about their Language Scheme, language policy or the way in which they intend to act bilingually. In all partnerships, we will offer advice and support to other parties that form the partnership.

We will prepare guidelines to officers who enter into partnerships explaining the responsibilities in accordance with the Language Scheme and explain how officers should go about attributing the expectations of the Language Scheme into the work of the partnership.

- 18.3 Where computer software is utilised to produce any public documentation, it will have the facility to produce both Welsh and English documentation of the same quality.

Implementation

- i) The coordinating Officers of any joint project with other agencies / bodies will ensure that the project complies with the Force's Welsh Language Scheme. This will include providing services to the public and producing explanatory / promotional literature.

19. MONITORING THE IMPLEMENTATION OF THE SCHEME

- 19.1 The Scheme will be monitored through the Force Welsh Language Group with oversight from the Confidence and Equality Board and the Police Authority Committee on Diversity and Human Resources.

19.2. Policies and Procedures

All members of staff are responsible for ensuring that new policies and procedures comply with the provision of bilingual services on an equal basis.

Implementation

- (i) Any new policies and policies which are subject to review must state that they comply with the Welsh Language Scheme. Policy managers will be required to complete a form to this end as part of the endorsement process.

19.3. Service Provision

Gwent Police and Gwent Police Authority will continuously monitor the organisation's service provision in both languages, their effectiveness, and how good the organisation is at encouraging the use of the Welsh language by other parties. Service provision will also be assessed through monitoring our performance against the measures set out at Appendix B.

Implementation

- i) Every Division/Department is required to prepare reports to the Force Welsh Language Group at the request of the chairperson on their use of the Welsh language.
- ii) The Force Welsh Language Group will be responsible for monitoring Divisions/Departments' compliance with the Welsh Language Scheme on a day to day basis with the support of the ACPO Chief Officer who will be responsible for the Welsh Language Portfolio.
- iii) Divisional/Departmental managers will be responsible for developing processes which will ensure that their procedures and operations comply with the Welsh Language Scheme. They will nominate a member of their management team to act as local coordinator for the Welsh language scheme. This person to be responsible for completing and returning monitoring reports to the Force Welsh Group.
- iv) Any research regarding public satisfaction with the service provided by the police will include reference to the ability to receive a Welsh language service.
- v) At present, neither the Home Office nor Her Majesty's Inspectors of Constabularies give any consideration to the existence of two official languages in Wales when an Inspection is undertaken. Forces will continue to challenge this attitude in order to ensure that its investment and effort is acknowledged as part of the police's response to Diversity matters in its area.

19.4 **Dealing with Welsh-speaking Members of the Public**

The Force will monitor response times in respect of Welsh language letters, the standard of the simultaneous translation service and arrangements for conducting bilingual meetings with the public and partnerships.

Implementation

- i) Welsh language and language choice considerations in both official languages will be mainstreamed into all the Force's systems and quality

assurance processes.

19.5 The Organisation's Public Image

The Force will monitor the use of bilingual publications, forms, signs, notices and other published material as well as ensure the dissemination of the Force's corporate identity.

Implementation

- (i) Any corporate features will use both languages and the Welsh will appear above or to the left of the English.

- (ii) The Divisional/Departmental head will be responsible for monitoring use of bilingual materials.

19.6 Staffing

The Force will monitor the staffing and training measures described in the Scheme.

Implementation

- (i) The ability, confidence and willingness of staff to provide services in both languages will be main-streamed into all the Force's Human Resources processes and systems. The Force's central Human Resources Department will co-ordinate this and ensure compliance by Divisional/Departmental human resources managers. Appropriate reports on the staffing situation will be produced and provided at the request of the Force Welsh Language Group.

20. Time-Table

Staff and the public will be informed of the objectives of the Forces' Welsh Language Scheme as well as annual performance against these objectives.

Forces will monitor achievement against targets in accordance with the description in the implementation time-table within the Welsh Language Scheme.

Implementation

- (i) Achievement of the Language Scheme's targets will form part of Forces corporate targets. References to developments and achievements in respect of the Welsh Language Scheme will be included in the Forces Annual Reports.

- ii) Departmental/Divisional coordinators will be responsible for informing staff about the aims and objectives of the Language Scheme.

- iii) Information regarding the Scheme's aims and objectives will be available on the force's website and intranet site.

21. AGENTS AND CONTRACTORS

Gwent Police will monitor the provision and administration of services by the Forces' agents and contractors in order to ensure compliance with the Scheme.

Implementation

- (i) The person responsible for purchasing/managing services by agencies and contractors will ensure that their provision of services comply with the Welsh Language Scheme.

22. COMMENTS AND COMPLAINTS ABOUT THE WELSH LANGUAGE SCHEME

22.1 As part of the Forces' quality of service programme, consideration will be given to what the Welsh speaking public have to say about the range and quality of the service provided by each Force.

22.2 As with every complaint in respect of the Police, the Assistant Chief Constable will be responsible for monitoring the frequency and the nature of the complaints in respect of a Force's Welsh language service. Complaints relevant to the Language Scheme will be treated in accordance with the complaints procedure of the Independent Police Complaints Commission (IPCC).

22.3 Gwent Police will welcome and record suggestions to improve the provision of Welsh language services. The Force Welsh Language Group will consider these suggestions and, if it is considered that they are relevant and merit adoption, they will be included in Force policies. The individual who sent the suggestion will be informed about developments.

Implementation

- i)* Any complaints about the Language Scheme will be recorded as a complaint against the organisation, dealt with under our Organisational Complaint Procedure. The complaint will be recorded by the Professional Standards Department.
- ii)* Divisional / Departmental heads will ensure that any other comments from the public regarding the standard of the Welsh service are brought to the attention of the Force Welsh Language Group.
- iii)* Gwent Police will attempt to receive comments from Welsh speakers and their representatives regarding the implementation of the Language Scheme

in an interactive way by using questionnaires, market research and focus groups.

23. PUBLICITY FOR THE LANGUAGE SCHEME

23.1 Gwent Police will raise staff awareness about the existence of the Language Scheme and its aims and objectives. Language Awareness training sessions will be used as part of other training plans and internal procedures to distribute information.

23.2 Traditionally, the public in Wales have been used to dealing with the representatives of authority through the medium of English. Police forces in Wales will work consistently to change this attitude. Part of this will be ensuring that access to a Welsh language service is as easy as access to an English language service. Publicity will be sought in the media and through leaflets and campaigns about positive developments regarding the implementation of the Language Scheme.

Implementation

- i) Details of Welsh Language Scheme can be found on the internet site of all forces.
- ii) A copy of the Welsh Language Scheme as well as advice and guidance for staff information will be available on the Force Intranet.
- iii) Display signs in public areas such as front counters in Police Stations, in reception areas of buildings and custody suites will state that a bilingual service is available

REPORTING

Gwent Police will prepare annual reports for the Welsh Language Board in a form that has been approved by the Welsh Language Board, describing developments regarding implementing measures in the Scheme against implementation timetables and against agreed standards of service. They will also include an analysis of the number and the nature of complaints or suggestions regarding improvements from the public in relation to Welsh Language matters.

Monitoring is in line with the requirements of the Race Relations (Amendment) Act 2000 and this scheme supports the principles of that Act.

Implementation

- i) The Force Welsh Language Group will be responsible for producing an annual report for the Welsh Language Board about the implementation of the Language Scheme.

APPENDIX A - GUIDANCE ON WHICH DOCUMENTS SHOULD BE BILINGUAL (OR IN ENGLISH AND IN WELSH)

Eitemau Categori A: i fod yn ddwyieithog (neu yn Gymraeg a Saesneg)

[Category A items: to be bilingual \(or in Welsh and in English\)](#)

Hysbysebion / Advertisements	Llenyddiaeth recriwtio Recruitment literature
Llyfrynau i'r cyhoedd/ Booklets for the public	Ffurflenni a phe cynnau ymgeisio am swydd Job application forms and packs
Pamffledi / taflenni Brochures / leaflets	Arddangosfeydd i'r cyhoedd Displays for the public
Ffurflenni i'r cyhoedd Forms for the public	Holiaduron / arolygon i'r cyhoedd Questionnaires / surveys for the public
Eitemau i'w harddangos yn gyhoeddus e.e. sticeri, poster, tocynnau, hysbysiadau rhybuddio Items for public display e.g. stickers, posters, passes, warning notices	Rhaglenni gwaith a chofnodion Grŵp Iaith Gymraeg yr Heddlu Force Welsh Language Group agendas and minutes
Adroddiadau Blynnyddol Annual reports	Datganiadau a bwletinâu ystadegol Statistical bulletins and releases
Deunyddiau cyhoeddusurwydd Publicity material	Cardiau busnes Business cards
Cylchlythyrau sydd wedi'u hanelu at y cyhoedd Newsletters which are aimed at the public	Dogfennau ymgynghori sydd wedi'u hanelu at y cyhoedd Consultation documents which are aimed at the public
Llythyrau safonol Standard letters	

Eitemau Categori B: eitemau fydd o bosib yn ddwyieithog gan ddibynnu ar amgylchiadau

[Category B items: items which might be bilingual depending on circumstances](#)

Taflenni newyddion mewnol Internal newsletters	Cyflwyniadau / Presentations
Papurau ymchwil / Research papers	Strategaethau / Strategies
Adroddiadau / Reports	Cylchlythyrau / Circulars
Dogfennau ymgynghori mewnol Internal consultation documents	Atodiadau i bapurau pwyllgor Annexes to Police Authority papers
Rhaglenni gwaith a chofnodion cyfarfodydd Awdurdod yr Heddlu Police Authority Meetings Agendas and minutes	Papurau Awdurdod yr Heddlu Police Authority papers
Datganiadau i'r wasg Press notices	

Eitemau Categori C: fel arfer mewn un iaith
 Category C items: will usually be monolingual

<p>Cyfrifon (oni bai eu bod yn rhan o adroddiadau blynyddol) Accounts (unless they form part of annual reports)</p>	<p>Gwybodaeth fewnol a gyhoeddir yn gyffredinol o dan Ryddid Gwybodaeth Internal information released generally under Freedom of Information</p>
<p>Taflenni a ddsberthir mewn cynadleddau gan gyrff neu unigolion eraill Conference handouts supplied by other bodies or individuals</p>	<p>Drafftiau gwaith / Working drafts</p>
<p>Dogfennau contract (ac eithrio os gwnaethpwyd cais amdanynt neu mewn sefyllfaoedd penodol Contract documentation (except on request or in specific situations)</p>	<p>Dogfennau mewnol Internal documentation</p>
<p>Gwybodaeth hanesyddol / archif Historical / archive information</p>	

Rhai canllawiau /Some guidelines:

Considerations		
Target audience	Members of the public where there is a well-known and established demand for Welsh language material - Category A	Specialists within sectors or specific sectors where demand for Welsh language material is minimal - Category C
Will the item be shared or discussed internally by other organisations?	Yes - Category A/B	No - Category C
Demand / likely interest from the public or preponderance of Welsh speakers amongst those interested.	High (interest amongst general public in North Wales or particular interest for Welsh speakers) - Category A	Low (specialist groups) - Category C
External Status / profile	Yes - Category A	None - Category C

Category A – These documents should and will be bilingual

Category C – English only at present but might be re-designated in future.

Note: It is inevitable that the above will not encompass every sort of document. Staff should apply judgement in ensuring that they choose a suitable category on a comparative basis when assessing whether items should be bilingual. If there is any uncertainty guidance should be sought from the Translation Unit or Welsh Language Group.

Appendix B –

**POLICE FORCE WELSH LANGUAGE SCHEME
TARGETS & PERFORMANCE INDICATORS**

Planning and Delivering Services

Guideline 3 – New Policies and Initiatives

Target

Police forces will mainstream Welsh into all Force policies by drawing up a structured policy mainstreaming programme to be completed during the lifetime of this scheme.

PI 1 % of new and revised policies that have mainstreamed the Welsh language.

Target

An increase of the use of Welsh as an internal business language.

PI 2 The number of internal business documents produced in Welsh

Guideline 4 – Service Delivery

Target

That Gwent Police communicate the requirements of the Language Scheme clearly whilst ensuring that the language is an integral part of service provision by others and that compliance will be monitored, in particular with partnerships.

Publishing Performance Information

PI 3 % of all partnerships that were monitored and whose provision is in accordance with the requirements of the Language Scheme,

Service Provision for the Public of Wales

Guideline 6

Target

Sufficient number of staff on duty at any time in the Force Communication Suite and custody areas to guarantee language choice by 2008.

- PI 4** a) % of Force Communication Suite staff who are bilingual (level 4 and above) in order to guarantee language choice.
b) % of custody staff who are bilingual (level 4 and above) in order to guarantee language choice.

Implementing and Monitoring the Scheme

Guideline 15

Target

To increase the number of staff in the workplace who are able and willing to work through the medium of Welsh in order to meet the requirement to provide quality services.

- PI 5** (a) % of staff who have received training in Welsh to a recognised qualification level and / or to the appropriate level of the Police Welsh language competency framework.

- PI 6** The % of staff who are able to speak Welsh (A breakdown of where Welsh speakers are working will be provided in the Annual Report.)

- PI 7** Comparison between % of Welsh speakers in the community and % recruited to work in the Police force
- according to police, police staff roles, volunteers and the extended police family

Target

To define role specific Welsh language competency levels for all posts commensurate to their direct contact with the public (Level 1 – 5).

- PI 8** % of all posts within the force that have direct contact with the public that conform to the agreed Welsh language competency level (Level 1 – 5).

PI 9 % of complaints in relation to the operation of the Scheme resulting in a change to policy/procedure.

Other Statutory requirements

Publicity – Section 12(2)(b) Welsh Language Act 1993

Target

To promote specific services that are provided through the medium of Welsh so that Welsh speakers have the choice of being able to use them.

PI 10 % of use of specific Welsh language services
(a) Welsh Language Line when requested.
(b) Police officer recruits opting for the final interview through the medium of Welsh (via in force or “mutual aide” provision).

Appendix C

Communication skills in Welsh

1. New Framework.

1.1. Elements

- To show linguistic sensitivity and awareness
- To show a willingness to learn Welsh and to use it in the workplace
- To understand Welsh
- To facilitate language choice on the part of the customer
- To speak Welsh
- To write in Welsh (where appropriate)
- An ability and willingness to use Welsh at work with the public

1.2. The levels will give an indication of current competence ranging from level 0 (no appreciable welsh language skills) to level 5 'proficient'. (competent, confident and willing to use Welsh with the public in the course of duties).

2. Competency Framework illustration:

The levels are defined by a series of 'Can-do' statements which:

- Define levels of ability in terms of what language users can typically do at each level of the framework
- Make it easier of users to understand what each level means in relation to what language users actually do.

Some ways of using Welsh in the Force	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Level 4</u>	<u>Level 5</u>
In an office	Can say place names/Welsh first names or Welsh signs correctly. Can recognise departments / locations/ ranks in Welsh. Can greet and introduce others in Welsh.	Can Understand the essence of a conversation in Welsh. Can convey basic information e.g. simple admin. or routine tasks.	Can understand much in the office or in meetings. Can take and pass on messages likely to require attention during a normal working day.	Can contribute effectively in meetings within own area of work and argue for or against a case.	Can interview Welsh speaking applicants for posts and assess their suitability.
Police Officer duties	Can show linguistic courtesy by opening and closing a conversation. Can give, and receive personal details. Can say place names/ first names or Welsh signs correctly.	Can Understand the essence of a request from the public and respond to simple requests. Can give and receive instructions and directions.	Can converse partly in Welsh but turns to English in discussion and to give detailed information. Can describe people and locations.	Can deal with the public in most situations in Welsh but turns to English when using policing/ technical terminology.	Can deal effectively with complex enquiries from the public or confrontations in Welsh. Can interview or question in the course of an investigation in Welsh.
Police Station Counter / Reception / On the phone	Can provide bilingual greeting appropriate to location. Can greet visitors and enable language choice.	Can understand requests for assistance and responds in Welsh to simple requests. Can use Welsh to transfer calls.	Can respond to general enquiries over the phone and face to face. Can take details or make a note from Welsh conversation.	Can deal with enquiries effectively. Can understand dialect differences.	Can deal with complex or sensitive enquiries or complaints from the public and deal confidently with hostile questions.

Public Meetings / Talking to the Media	Can open and close meetings and welcome participants bilingually.	Can introduce oneself and others by name, rank, role, and location/organisation. Can contribute in a meeting partly in Welsh.	Can converse or present in part in Welsh but turns to English when discussing detail of core business, answering questions or using complex information.	Can chair a meeting and respond to questions in Welsh. Can describe a situation or event in Welsh, but turns to English for technical or policing terms.	Can provide Welsh Language presentations. Can answer complex or hostile questions in Welsh to the extent that he/she has the necessary specialist knowledge.
Writing	Can write a simple routine request to a colleague, such as 'Can I have.... please?'.	Can write a short note of request to a colleague or known external contact.	Can write informal internal memos, e-mail messages and deal with routine requests.	With editorial help, can write business letters, e-mails and posters for external customers.	Can write reports and presentations and make full and accurate notes in a meeting.