



Heddlu
Gwent
Police

**GWENT POLICE AUTHORITY AND
GWENT POLICE
WELSH LANGUAGE SCHEME
REPORT COVERING PERIOD 2005
TO 2007**

GWENT POLICE AUTHORITY AND GWENT POLICE
WELSH LANGUAGE SCHEME
REPORT 2005 TO 2007

Introduction

a) *General*

This report aims to highlight the current progress achieved in respect of the above Scheme in terms of its implementation over the above period. It will also indicate how we intend to develop our approach to the Scheme for the future. The report was prepared by the Policies Co-ordinator Corporate Services. The content of the report as far as possible follows the format as suggested by the Welsh Language Board.

Gwent Police are responsible for an area of some 155,600 hectares with a population of 552,428, according to the latest figures from the Census 2001. This represents a population decline of 0.9% since 1991. In 2001 10.5% of the population in Gwent consider themselves as Welsh speakers compared to 3.2% in 1991.

The Force area is co-terminus with the boundaries of the local authority of Caerphilly County Borough Council, Blaenau Gwent County Borough Council, Newport City Council, Torfaen County Borough Council and Monmouthshire County Borough Council.

The structure of the Force has changed since the introduction of the Scheme, however the Divisional Boundaries continue to remain co-terminus with those of the local authority areas. The Newport City area is still covered by A Division, while B Division continues to cover the Local Authority areas of both Torfaen and Monmouthshire. C Division covers the local authority areas of both Caerphilly and Blaenau Gwent County Borough Councils.

Our intention is to review and revise the Scheme in conjunction with the Welsh Language Board to ensure that the provision of Welsh services to the public is adequately catered for. We will aim to ensure that we meet our obligations under the Freedom of Information Act and Race Equality Scheme.

b) *The Monitoring Process*

The responsibility for monitoring implementation is currently the responsibility of the Assistant Chief Constable, via the Force Welsh Language Group. This is in conjunction with the Police Authority Diversity and Human Resources Committee. Progress in relation to the Scheme and the objectives set is reported to the Personnel Strategy Committee chaired by a Chief Officer. This

is intended to ensure that the Welsh Language Scheme receives the profile it deserves and that those responsible for specific areas in terms of its delivery are both supported in driving forward improvements in the operation of the Scheme but are held accountable for their actions.

The Gwent Police Authority and Force Welsh Language Group has formed and met to consider areas for improvement and development. The terms of reference for the Group are as follows:-

- To continuously improve, review and update the Joint Welsh Language Scheme put forward by Gwent Police Authority and Gwent Police in effectively providing services and meeting the needs of the community.
- To encourage and support those involved in delivering the service by providing a focal point for contact with the Welsh Language Board, and promoting best practice.
- To produce a Report outlining performance and progress made in relation to the Scheme.
- To ensure that policies and initiatives which will affect the Scheme, or the Schemes of other organisations are not approved prior to consultation and reference to the Welsh Language Board.
- To provide active encouragement to staff in the development and learning of the Welsh language throughout the organisation.
- To promote the greater use of the Welsh Language, thereby providing more linguistic choice in service delivery.
- To ensure that change to systems and procedures within the organisation complies with the Welsh Language Scheme

SERVICE PLANNING AND DELIVERY

Guideline 3: New Policies and Initiatives

- **Performance indicator 1**

- i) *A description of how the organisation ensures that the Welsh Language Scheme is considered when formulating new policies and procedures. Also an identification of the 'control points' and other methods of ensuring that opportunities to realise the commitments in the Scheme are regularly taken.*

Corporate Services Department is responsible for monitoring all new policies and procedures to ensure compliance with the Scheme. The Department also ensures that all existing and new policies and procedures are reviewed and checked thoroughly to cater for the needs of the Welsh language Scheme.

Policy owners are required to make an assessment of the likely social impact that their policies and procedures will have in relation to compliance with the Welsh Language Act 1993. The Policy Co-ordinator is available to assist with advice and guidance on this matter.

Gwent Police has adopted the principle that in the conduct of public business and the administration of justice in Wales, it will treat the English and Welsh Languages on a basis of equality.

ii) How was performance monitored?

The Force will produce a new Welsh Language Scheme. The scheme will be made available to all staff. Lead persons have certain responsibilities under the Scheme and are asked to report to the Force Welsh Language Group on progress against their area of responsibility. The Gwent Police Authority and Force Welsh Language Group, continues to encourage the promotion of the Welsh Language in the service it delivers.

iii) Further Comments.

The development of the Scheme has involved the Welsh Language Board and other Welsh Police Forces. The Welsh Language Board has also assisted in providing a report on the current areas for improvement. This was secured through interviews with a range of staff throughout the Force and a report to Chief Officers outlining recommendations for improvement. The new scheme will aim to deliver the best possible service in the language of Welsh to the Local Community adopting best practice from other Welsh Forces. The priority will be in our focus on making identifiable improvements in service delivery.

Guideline 4: Delivery of Services

- **Performance Indicator 1**

i) A description of the arrangements for delivering the organisation's service in Welsh.

- The responsibility for overseeing the implementation of the Scheme is that of the Assistant Chief Constable supported by the Force Welsh Language Group which consists of Gwent Police and Gwent Police Authority members.
- Human Resources Department is responsible for monitoring the proportion of staff who speak Welsh and their level of ability
- The Head of Training is responsible for monitoring the training needs of the Force to ensure it can meet the requirements for Welsh speakers under the Scheme.
- Divisional Commanders and Heads of Department are responsible for ensuring that bilingual services are provided, as required.

- **Performance Indicator 2**

i) A summary of the way the body has encouraged or facilitated the use of the Welsh language.

Training is developed and evaluated through the Force Training Department and has been made available to Gwent Police staff who wish to receive basic training in the Welsh Language. Some of the staff who have received this training have gone on to further develop their skills. Gwent Police will continue to fund training in the forthcoming year. Courses are advertised throughout the Force.

ii) How was performance monitored?

A data base is maintained by the Human Resources Department of Welsh speaking staff based upon their level of proficiency. There are currently 13 officers who are fluent in Welsh and 5 police staff. In addition there are 6 police officers and 3 police staff who may be classified as adequate. There are 8 officers and 3 police staff who have basic skills.

DEALING WITH THE WELSH SPEAKING PUBLIC

Guideline 6 (1) :Correspondence

- **Performance Indicator 1**

i) Welsh language correspondence replied to within the relevant timescales.

Every effort is made to reply to Welsh language correspondence within relevant timescales.

ii) How is performance monitored?

Letters in Welsh are answered within the Force guidelines for dealing with correspondence. This guideline is 7 days to acknowledge and 28 days for a final letter, which is the same for both English and Welsh. It is the responsibility of Divisional and Departmental Heads to monitor this.

- **Performance Indicator 2**

i) A description of circulars and standard letters issued bi lingually.

Standard letter headings are generated via computer. This has now been fully implemented with the Victim of Crime letters now being bilingual. If a letter is received in Welsh then the response will be in Welsh. If requests are made for a reply in Welsh then this will be provided.

- **Performance Indicator 3**

- i) *A description of what the organisation has done to ensure that staff are aware of how to deal with Welsh correspondence and to establish who wishes to correspond through the medium of Welsh.*

The Welsh Language Scheme has been circulated and made available to all staff. The same principle will be applied when circulating the new Scheme.

- ii) *How was performance monitored?*

The identification of those who wish to be dealt with in Welsh is carried out locally based upon the correspondence received and the indication by the writer that they wish to be replied to in Welsh. If a letter is received in Welsh it will be replied to in Welsh. If anyone indicates they wish to be dealt with in Welsh then every effort will be made to comply with this request.

- iii) *Further comments.*

The scheme will seek to be more proactive in its approach to encouraging internal and external users to correspond in Welsh if they so desired.

Guideline 6 (ii) Telephone Communication

- **Performance Indicator 1**

- i) *To provide telephone calls answered bilingually.*

External telephone calls received at switchboards are answered with the Forces bilingual greeting. In relation to 999 calls they are first handled by British Telecom. Gwent Police have the option of using a Language line as a conference call service which can be provided in Welsh if required. There are two Welsh speakers within the call centre that can, when available provide support to call handlers and callers.

- ii) *How was performance monitored?*

Any complaints received relating to the operation of the scheme can be dealt with in line with the Direction and Control procedure operated by the Force Standards Department.

Guideline 6 (iii) Public Meetings

- **Performance Indicator 1**

- i) A description of the way in which language choice was offered and facilitated in the arrangements.*

Language choice will be provided on request. There have been no identified requests for translation services at meetings. The scheme will seek to improve our response to offering language choice at public meetings.

THE ORGANISATION'S PUBLIC IMAGE

Performance Indicator 1

- i) How the organisation conforms to the Scheme in terms of displaying posters/leaflets/forms bilingually or in Welsh and English and informing customers that a Welsh service is available.*

Bilingual copies of the highest strategic documents within the Force are published on the Force intranet and internet sites. These include the three year strategic plan for Gwent Police Authority, The Annual Best Value Performance Plan and the Annual Report. The Force is required under the Freedom of Information Act to produce a Publication Scheme. Key documents will be published in Welsh and English as well as making reference to our Welsh Language Scheme.

- ii) How was performance monitored?*

Performance was monitored through the development and implementation of documents onto the Force intranet and internet sites. The organisation continues to produce forms and leaflets with bilingual headings. Information on our web sites inform our customers that a Welsh Language service is available. Enhancements to our current site are being developed.

Guideline 7(i) Corporate Identity

- **Performance Indicator 1**

i). *Is the standard information on documentation entirely bilingual?*

Many posters and leaflets displayed in Police Stations are produced by the Home Office in Welsh and English. All new uniform has the bilingual insignia. All marked police vehicles now have the bilingual livery. Positive efforts are being made to improve this position.

Guidelines 7(ii) & (iii): Signs

- **Performance Indicator 1**

i) *New signs will be bilingual treating both languages equally.*

All exterior signs, lamps and crests are bilingual, as are all signs and crests in the public areas in all police stations and the Force Headquarters.

Guidelines 7 (iv) & (v): Publications and Forms

- **Performance Indicator 1**

i) *The need to ensure that arrangements are in place to produce material bilingually*

All letterheads, fax sheets, compliment slips and business cards are bilingual. Publications produced by the Force for the public are bilingual or available in Welsh/ English versions on request.

Guidelines (vii-x) Advertising / Marketing

- **Performance Indicator 1**

i) *A description of how the organisation has dealt with both languages on the basis of equality in areas such as:-*

Press advertising campaigns

Radio/Television advertising campaigns

Exhibitions/information stands

Crime Prevention

There are two display boards giving Crime Prevention advice on Burglary and Vehicle Crime. These have been used throughout the Force. Crime prevention advice leaflets are also available.

The vehicle crime initiative has included advertising on local buses with purely welsh translation.

Our Wildlife Display has been delivered bilingually at events throughout the area and in foyers at various Local Authority establishments.

Schools Liaison

Our Community Safety Department has produced a core programme for schools with 15 lessons for all Key Stage 1-4 pupils. Lesson plans and support material have also been provided for pupils and teachers. A programme for disengaged children is currently being developed. This piece of work is currently being translated into Welsh and is to be used throughout Wales. At the Wales launch packs were bi-lingual.

Our 'Wings to Fly' schools education play has been performed in Welsh and because of its success will be continued in the future.

Drugs

Spiked Campaign - was a campaign relating to drugs awareness and bi-lingual posters were sent to 1000 licensed premises throughout the Gwent Police area.

Rat -on-a-Rat initiative - was promoted through bi-lingual posters including public transport.

Cannabis Campaign - bi-lingual posters have been produced explaining this campaign.

Drug Rape - leaflets have been produced to ensure community awareness

Drugs Arrest referral - disclosure of personal details forms used by referral workers will be bi-lingual.

Diversity

The True Vision Campaign - will be promoted through bi-lingual self reporting and press launch packs.

Exhibition stands

These are required to be bilingual and where possible both Welsh and English versions are made available. An example is the bi-lingual boards, brochures and guide for the Force Open Day.

Surveys

Our aim has been to conduct surveys of the public using bilingual questionnaires.

Radio and Television

In relation to radio and television news, we ensure that where the opportunity arises we broadcast in Welsh and provide members of staff for interviews who are Welsh speaking.

Guideline 7 (xi): Official notices, Public notices and Staff recruitment advertisements

- **Performance Indicator 1**

i) The proportion of public/official notices and recruitment advertisements which were bilingual.

Public notices and staff recruiting advertisements are published in local publications such as the Western Mail and are bilingual. Advertisements placed in national professional journals are usually produced in English only. The national application form to become a police officer, is available in Welsh and we have a Welsh speaking trained assessor.

Implementing and Monitoring the Scheme

Guideline 8 (I) (ii) Staffing

- **Performance Indicator 1**

i) A description of the steps taken by the organisation to establish and review the number and location of staff who are bilingual.

Details are held on a database available to all staff, relating to those staff who are able to speak Welsh and their level of fluency. The aim is to ensure that members of the public can be connected to a Welsh speaker if they request to do so.

Where new members of staff join the organisation with skills and abilities as Welsh speakers the database is updated. In addition the organisation provides learning opportunities to give staff the formative basis from which to improve their fluency in Welsh. The current process is being reviewed to ensure that staff joining the organisation who speak Welsh are identified and positively supported.

- **Performance Indicator 3**

i) The identification of posts advertised as Welsh essential or Welsh desirable

Some posts have been identified as being desirable for the post holder to speak Welsh such as that of call handler. We will continue to monitor and evaluate role descriptions and person specifications accordingly. Consideration will be given to review those public contact posts to encourage positive action in relation to identifying more Welsh speakers.

Guideline 8 (iv) Administrative Arrangements

- **Performance Indicator 1**

i) A description of what has been done to bring the requirements of the Scheme to the attention of staff.

A group has been established to deal with Welsh Language issues and will seek to promote and revise the Scheme through its terms of reference and actions arising out of meetings.

- **Performance Indicator 2**

i) We will seek to introduce linguistic sensitivity training.

This area will be addressed in our revised Welsh Language Scheme and will be progressed through training and development.

- **Performance Indicator 3**

i) A description of how the implications of the Scheme have been brought to the attention of new staff.

The Scheme will be re-written and changes will be published to all staff following agreement of both the Police Authority and Gwent Police.

Guideline 8 (v) Arrangements with third parties

- **Performance Indicator**

i) Do new contracts (or renewed contracts) include linguistic requirements?

Where the organisation advertises a particular contract for tender which will involve dealing with the public, our contract documents state that compliance with the Welsh Language Act will be a condition of the contract. The person tendering for the contract must describe in the tender submission how they will discharge the requirements.

ii) How is performance monitored ?

There is a designated manager responsible for contracts and procurements and this issue is monitored on a regular basis.

- **Performance Indicator 2**

i) *How does a third party report about the implementation of the Scheme?*

Our revised Scheme will be made available on our web site welcoming suggestions from staff and the public for the improvement of our Welsh Language Service.

Publicity

- **Performance Indicator 1**

i) *A description of the steps taken by the organisation to inform the public that a Welsh Language service is available..*

Our revised Scheme will be publicised and promoted through the Forces Strategic Plan, Annual Plan and the Publication Scheme for Gwent Police. Its existence and our plans to review and develop our approach will also be highlighted in the production of the Force Annual Report. During consultation on the Annual Plan, members of Corporate Services and the Police Authority should ensure Welsh versions are available and their existence is promoted at such meetings.

Timetable

- **Performance Indicator 1**

i) *Cases where the Scheme has not been adhered to, and an explanation why not.*

The scheme will be revised by the Force Welsh Language Group which will direct those areas identified for improvement. There are a number of issues raised in the recent review of the Scheme which will seek to improve interest and performance. The scheme's plan of implementation requires those responsible for delivering specific objectives to ensure services are monitored and reviewed. The Welsh Language Group have identified a number of areas for future development and improvement.

Satisfaction

- **Performance Indicator 1**

i) A description of the number and nature of complaints and suggestions received about the organisation's Welsh Service, and the response by the organisation.

During 2005-07 there have been no complaints identified. Suggestions are pursued through the recently formed Welsh Language Group.

- **Performance Indicator 2**

i) Public opinion surveys' conducted on the Welsh Language Service.

We have carried out a survey of the public between April 2005 to 2007 which was bilingual and orientated towards victims of crime.

Consideration will be given to conducting a survey of our Welsh Language Service following publication and implementation of our revised scheme.