

# **Heddlu Gwent Police**



Heddlu  
Gwent  
Police

## **Cynllun Iaith Gymraeg Welsh Language Scheme**

**Annual Monitoring Report  
June 2007 – June 2008**

## 1. Welsh Language Scheme Compliance

The joint Welsh Language Scheme for Gwent Police and Gwent Police Authority was developed during 2006 / 2007 in partnership with the four police services of Wales together with the guidance of Huw Gapper of the Welsh Language Board. This joint Welsh Language Scheme was submitted for formal approval by the Welsh Language Board during 2007.

This monitoring report covers the period June 2007 – June 2008. Prior to this a risk assessment was carried out of a number of key areas and a meeting held with the Welsh Language Board to discuss future progress. During this period Gwent Police have sought to develop its Welsh Language Scheme and Implementation Plan with the intention of committing to further progressing the implementation of the Scheme.

During the period June 2007 – June 2008, there has been some progress towards compliance with the Welsh Language Scheme, this is shown in the column titled “progress”. Where no progress has been reported the target for implementation and showing progress has been identified in the column entitled “target date”.

<b>Welsh Language Scheme Implementation Plan: Working Towards A Bilingual Organisation</b>				
	<b>Action</b>	<b>Target date</b>	<b>Responsibility</b>	<b>Progress June 2007 – June 2008</b>
<b>1</b>	<b>Planning and Service Delivery</b>			
1a	Divisions and Departments will ensure that all police work fully conforms to the requirements of this Scheme and ACPO Language Strategy. Scheme ref:3.3 (i)	April 2009 April 2010	Divisional / Departmental Heads; Diversity Team	Human Resources, Communications, Criminal Justice Unit, Procurement, Police Recruitment, Learning and Development Services, Policy Unit to work towards a bilingual service.
1b	Policy Owners to ensure that new policies and procedures which are subject to review, include relevant clauses in the policies to ensure that they fully conform to the requirements of this scheme and of the WACPO Language Strategy. Policy Owners to monitor conformity with Welsh Language Scheme. Scheme ref:3.3 (ii)	Ongoing. April 2009 April 2010	Policy Owners / Diversity Team	Policies and procedures are assessed for compliance with Welsh Language Scheme and adjustments made where achievable. There is work ongoing to develop equality impact assessments including Welsh language. Every policy

				and procedure includes in the diversity section the need to carry out an impact assessment and specifically mentions the Welsh language Act.
1c	Project Managers to consider the requirements of the Welsh speaking public when creating the brief for the project. Appropriate clauses to be incorporated into the project specification to ensure compliance with Welsh Language Scheme. Project Manager to monitor compliance with Welsh Language Scheme throughout the life of the project. Scheme ref:3.3 (iii)	April 2009 April 2010	Project Managers	Programme Manager to develop this with Project Managers and ensure appropriate clauses are incorporated into the project specification to ensure compliance.
1d	Divisions and Departments to name a member of the management team to act as local co-ordinator for Welsh Language matters in order to promote greater use of the Welsh language in their various teams and to complete local monitoring reports. Scheme ref:3.5 (i)	April 2009 April 2010	Divisional / Departmental Heads	Champions to be identified and appointed on Divisions / Depts with responsibility for progressing Welsh language Scheme requirements.
1e	Gwent Police will ensure that a copy of the Welsh Language Scheme as well as implementation guidelines are available to all staff through appropriate means, including the use of the Force Intranet. Scheme ref:3.5 (ii)	June 07	Welsh Language Group	Welsh Language Scheme & Implementation Plan has been posted on the Force intranet and internet
1f	Human Resources will ensure that there is a current list of Welsh speakers available for internal use in order to respond to requests for a Welsh Language Service, and that staff know how to get support when it is needed. Scheme ref:4.4 (i)	June 2008 April 2009 April 2010	Human Resources	There is currently a list of Welsh Language Speakers which is managed by Human Resources and available electronically. A detailed questionnaire will be issued to all staff in June 2008 to identify their level of spoken and written welsh levels 1 to 5.
1g	Divisional and Departmental Welsh language coordinators will be responsible for promoting use of the Welsh Language in the workplace, where this practicable. Scheme ref:4.5 (i)	April 2009 April 2010	Divisional / Departmental Heads	Coordinators to be identified and given guidance as to the requirements of their role.
1h	The Welsh and English languages have equal status in the Police. Staff will be encouraged to use English or Welsh at work fulfilling their duties as long as it does not disturb the efficiency of internal communication. Scheme ref:4.5 (ii)	June 2008 April 2009 April 2010	Divisions/Departments/ Training	During the training year 07/08 – 29 members of staff commenced level 1 training, 29 of which 10 have gone into year 2, 4 into year 3 and 2 into year 6.

1i	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. Scheme ref:4.5 (iii)	April 2009 April 2010	Divisions/Departments/ Training	Divisional and Departmental Heads to ensure that positive support and encouragement is given to facilitate this in the workplace.
<b>2</b>	<b>Welsh Service Standards</b>			
2a	Any official brochures, leaflets or publicity material is translated prior to printing. Scheme ref:5.3 (i)	Ongoing from previous years	Divisions/Departments	There are currently a range of publications and materials produced bilingually e.g. posters, campaigns. The Force Welsh Language Group.
2b	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. Scheme ref:5.3 (ii) The principles of 'Plain Welsh' will be adopted when producing any written work. Scheme ref:5.3 (iii)	April 2009 April 2010	Divisional / Departmental Heads	A common sense approach is taken in respect to the type of document and letters that should be sent for translation. Staff are encouraged to use their skills where appropriate, although translation services are always available.
2c	The Divisional and Departmental Heads will be responsible for ensuring an equal standard of service in both languages Scheme ref:5.7 (i)	Ongoing from previous years April 2009 April 2010	Divisional / Departmental Heads	Divisional and Departmental Heads are encouraged to comply with the Scheme by the Force Welsh Language Group.
2d	Divisional/Departmental Welsh Language coordinators will encourage Welsh speaking staff, and learners to wear a small badge telling the public that they speak Welsh. Scheme ref:5.7 (ii)	April 2009 April 2010	Head of Admin/Business Managers	Head of Administration to develop way forward. Badges are currently supplied by Coleg Gwent to course attendees.

2e	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. Scheme ref:5.7 (iii)	April 2009 April 2010	Head of CJD/Divisional / Departmental Heads	Whilst language choice can be captured on documents such as custody records, further work will be required to ensure staff pass on such requirements.
2f	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. Scheme ref:5.7 (iv)	Ongoing June 2007 June 2008 April 2009 April 2010	Forces Welsh Language Group	The Forces Welsh Language Group have met on a number of occasions and provided valuable support in relation to the implementation of the Scheme.
2g	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 officer takes over the ward. The Division will retain a record of the information. Scheme ref:5.7 (v)	Monitored by Force Welsh Language Group April 2009 April 2010	Divisional Heads/Sectional Inspectors	This will need to be developed through Divisions and champions.
<b>3</b>	<b>Service Provision For the Public Of Gwent Written correspondence</b>			
3a	Divisional and Departmental 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. Scheme ref:6.6 (i)	April 2009 April 2010	Divisional / Departmental Business Managers/IS Department	This work will need to be reconciled with training needs. At present there has been no demand identified.
3b	The IS Department will arrange for these members of staff to receive the software. The relevant line manager will arrange training in its use if needed. Scheme ref:6.6 (ii)	April 2009 April 2010	IS Department	As above.
3c	Business Managers will ensure that all standard details which appear on Force letter heads, forms or messages in electronic format or fax messages used for official correspondence are bilingual. Scheme ref:6.6 (iii)	Ongoing from previous years June 2007 June 2008 April 2009	Divisional / Departmental Business Managers/IS Department	Standard details which appear on Force letter heads, forms, fax messages are bilingual and there is ongoing work to monitor and ensure all such documentation remains bilingual

		April 2010		
3d	All Divisions/ Departments to keep a current record of the names of those who have expressed a wish to be dealt with through the medium of Welsh.  Scheme ref:6.6 (iv)	April 2009 April 2010	Divisional / Departmental Business Managers	A system will need to be developed to capture such information by Divisions and Departments.
3e	All forms containing specific details of a fine or penalty sent to the public will be completely bilingually. Scheme ref:6.6 (v)	June 2007	CJD	All fixed penalty notices including PND notices are bilingual.
<b>4</b>	<b>Communicating by Telephone</b>			
4a	The Force Control Room Management Team to prepare guidance and arrange training where necessary for Force Control Room staff on how to appropriately answer telephone calls in accordance with the aims of the Scheme. The management team to monitor this policy. Scheme ref: 7.6 (i)	April 2009 April 2010	Head of Force Communications	To be taken forward by Head of Force Communications
4b	All members of staff who respond directly to external telephone calls will treat those calls in accordance with the appropriate guidance. Scheme ref:7.6 (ii)	April 2009 April 2010	Head of Force Communications /Divisional / Departmental Heads	Call centre will review guidance in conjunction with other Forces. Staff are aware of the language line facility where a password is given specifying the language required and three way conferencing facilities with the operator, caller and translator. Leaflets on this are available to operators.
<b>5</b>	<b>Public meetings</b>			
5a	In every public meeting or conference held by Gwent Police or Gwent Police Authority, the chairperson of the event will open 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. Scheme ref: 8.4 (i)	April 2009 April 2010	Chair of public meeting / conference	Gwent Police will aim with the appropriate prior notice to meet this objective.

5b	Divisional/Departmental Heads or Managers/Coordinators will ensure that members of staff responsible for representing Gwent Police at any external meetings or presentations <b>offer</b> the choice of providing the service either in Welsh, in English or bilingually, or facilitate the presence of a representative who can respond in the language of choice of the committee / establishment / group who extended the invitation. Scheme ref: 8.4 (ii)	April 2009 April 2010	Divisional / Departmental Heads	This will need to be driven locally and costs managed locally. Further work will be required to adequately respond to this requirement.
<b>6</b>	<b>Other contact with the public</b>			
6a	Police station reception/front counter staff, staff who answer the phone and staff working in the custody units will offer and facilitate language choice in a proactive way. Scheme ref: 9.5 (i)	April 2009 April 2010	Divisional / Departmental Head	Further work is required to enable this objective to be completed.
6b	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. Scheme ref: 9.5 (ii)	April 2009 April 2010	Divisional / Departmental Head	Further work is required to enable this objective to be completed.
6c	Staff will respond positively to a request for Welsh Language service and facilitate the process if they don't speak Welsh themselves. Scheme ref: 9.5 (iii)	April 2009 April 2010	Divisional / Departmental Head	Further work is required to enable this objective to be completed.
6d	Custody staff to 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. Scheme ref: 9.5 (iv)	April 2009 April 2010	Criminal Justice Department	Criminal Justice Department to take forward. Currently the interpreters procedure supports this aim and any matters relating to those involved in the process should be documented in the custody record.

<b>7</b>	<b>The public face of Gwent Police</b>			
7a	Divisions/Departments will ensure that all signs and notices are bilingual and that the Welsh version will appear with equal prominence to the English version. Scheme ref:10.6 (i)	Achieved and Ongoing	Estates Manager/ Business Managers	Official signs and notices are displayed bilingually. This will be monitored via the Welsh Language Group. This is previously in place from the earlier scheme although will continue to be monitored and reviewed.
<b>8</b>	<b>Published and written material</b>			
8a	Gwent Police is keen to encourage more use of the Welsh Language as an internal business language. Staff with responsibility for producing items for internal use to make greater use to consider the opportunity to include both languages. Scheme ref:11.3 (i)	April 2009 April 2010	Divisional / Departmental Heads	Staff to be encouraged to consider opportunities such as corresponding in Welsh where appropriate. The Force has many internal documents such as force forms which are bilingual.
8b	With other Welsh Forces to request that the Home Office and its respective partner agencies, such as the National Police Improvement Agency, recognise the existence of two official languages in Wales and the need to create and produce bilingual processes. Scheme ref:11.3 (ii)	April 2009 April 2010	Divisional / Departmental Heads	This issue is being progressed nationally via the All Wales Police Welsh Language Meeting.
<b>9</b>	<b>Press Notices</b>			
9a	A record of preferences will be kept in the Corporate Communications Department. Data will be reviewed and updated annually. Scheme ref: 13 (i)	April 2009 April 2010	Head of Corporate Communications	The force will consult with the press and media in order to identify their preferred language for receipt of press

				releases.
<b>10</b>	<b>Publicity campaigns, public notices and recruitment advertisements</b>			
10a	All information to be placed on Force websites will be bilingual. Scheme ref: 14.7 (i)	April 2009 April 2010	Head of Corporate Communications	The website contains some bi-lingual documents but further development needs to be undertaken.
10b	Staff responsible for preparing publicity campaigns should plan bilingually and should consider the need to show linguistic and cultural sensitivity when planning. Scheme ref: 14.7 (ii)	June 2007 June 2008 April 2009 April 2010	Div/Dept Heads	Citizen Focus Partnership have carried out a number of publicity campaigns up to an including the current period.
10c	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. Scheme ref: 14.7 (iii)	April 2009 April 2010	Div/Dept Heads	Corporate Services to consider planning and performance implications, Community Safety to oversee Community Partnership arrangements protocols officer should ensure that our protocols are Welsh Language compliant.
<b>11</b>	<b>Implementing the Policy Staffing, Recruitment and Training</b>			
11a	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. Scheme ref: 15.2 (i)	April 2009 April 2010	Human Resources/ Head of Learning and Development Services	To be developed through the community coordinator. Discussions have taken place nationally regarding a Genuine Occupational Qualification relating to language which would include the Welsh Language. Job advertisements are bilingual. Consideration will be given to positive action officer including local Welsh

				Language organisations for networking following the results of the Welsh Language level questionnaire.
11b	The Force will ensure that there is sufficient investment in the recruitment campaigns and that sufficient staff resources exist to achieve the objective. Scheme ref: 15.2 (ii)	April 2009 April 2010	Head of Human Resources / Human Resources Managers/Personnel Officers	Head of HR to take forward this objective.
11c	Gwent Police will research opportunities to ensure that any new staff members will have some basic Welsh language 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 during the probation period will also be researched. Scheme ref: 15.2 (iii)	June 2007 June 2008 April 2009 April 2010	Head of HR / Head of Learning and Development Services / Diversity Team	<p>Head of HR in conjunction with Head of Learning and development to develop approach. As part of the Police Race &amp; Diversity Learning &amp; Development Programme all Police Personnel will be required to demonstrate competency and be assessed for their competency in relation to Promoting Equality &amp; Value Diversity (AA1).</p> <p>These criteria will become a formal area of each of our PDRs in the future and should currently form a PDR objective for each of us to submit evidence of competency against.</p> <p>Learning and Development have developed a half day training session which all staff who have not previously attended a training session regarding AA1 are required to attend.</p> <p>The session is designed to explain why this competency requirement has come into being and how each of us can provide evidence in relation to the</p>

				<p>seven strands of diversity that exist currently here in Wales, which includes Welsh Language.</p> <p>The session will also clarify for staff how in general terms evidence can be provided through PDR, what is considered to be evidence in assessment terms, and what is not. Over 600 members of staff including the majority of the priority group have now received AA1 training. The training programme will continue throughout the 08/09 training year.</p>
11e	<p>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. Scheme ref: 15.3 (i)</p>	<p>April 2009 April 2010</p>	<p>Head of Learning and Development Services / Diversity Team.</p>	<p>All new members of staff to receive a “Welsh sensitivity module” as part of their Initial Induction Training. An awareness session based on the Welsh Language Scheme has been developed and will be incorporated into probationer and police staff induction programmes. A supervisor within Learning and Development has been allocated the task of researching the approach of the other Welsh forces with a view to adopting a collaborative approach in this area.</p>
11f	<p>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. Scheme ref: 15.3 (ii)</p>	<p>April 2009 April 2010</p>	<p>Head of Learning and Development Services / Diversity Team.</p>	<p>An Action Plan to be developed to implement this objective.</p>
11g	<p>Gwent Police will work towards acknowledging ability in the Welsh Language as a skill or a specific competency. Scheme ref: 15.6 (i)</p>	<p>April 2009 April 2010</p>	<p>Head of HR / Career Development</p>	<p>An Action Plan to be developed to implement this objective</p>
11h	<p>Human Resources Departments will have central ownership and strategic</p>	<p>April 2009</p>	<p>Head of Human</p>	<p>HR are to develop planned approach to</p>

	supervision over the process of identifying the Welsh Language ability level requirements for all posts. Scheme ref: 15.6 (ii)	April 2010	Resources	deliver this objective.
11i	Human Resources Managers will ensure Divisions and Departments consider the linguistic needs of posts and locations when determining which staff are appropriate for any particular posts. Scheme ref: 15.6 (iii)	April 2009 April 2010	Human Resources/ Divisional / Heads of Departments	Divisional HR to link with Central HR on delivering this objective.
11j	Welsh Language Training will be given the same status as any other training in 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. Scheme ref: 15.8 (i)	April 2009 April 2010	Head of Learning and Development Services/ Divisional / Departmental Heads	Training to develop approach to secure this objective. IPLDP supervisor will research this area further with other Welsh forces with a view to raising awareness and identifying need.
11k	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. Scheme ref: 15.8 (ii)	June 2007 June 2008 April 2009 April 2010	Head of Learning and Development Services/ Divisional /Departmental Heads	Line managers currently are able to nominate staff for training and do so, there is also financial assistance if required via the post entry training scheme.
11l	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. Scheme ref: 15.8 (iii)	June 2007 June 2008 April 2009 April 2010	Head of Learning and Development Services/ Divisional /Departmental Heads	Currently courses in basic Welsh are offered to staff. Further work is required to develop our approach.
11m	Human Resources will be centrally responsible for supervising and monitoring the process of Welsh essential posts. Scheme ref: 15.9 (i)	April 2009 April 2010	Head of HR	There are currently no Welsh essential posts.
11n	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. Scheme ref: 15.9 (ii)	April 2009 April 2010	Head of HR	This will be delivered where necessary or applicable.
11o	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. Scheme ref: 15.9 (i) numbering error scheme	April 2009 April 2010	Head of HR	HR would seek to collaborate with other Welsh Forces to deliver this as at present there is no capability.
11p	Gwent Police will review the need and demand for the provision of initial	April 2009	Head of Learning and	This issue is being progressed

	training through the medium of Welsh to probationers. Scheme ref: 15.9 (ii) numbering error scheme	April 2010	Development Services	nationally via the All Wales Police Welsh Language Meeting. IPLDP supervisor will research this area further with other Welsh Forces with a view to raising awareness and identifying need.
11q	Gwent Police will continue to ask National Policing Improvement Agency (NPIA) (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. Scheme ref: 15.9 (iii) numbering error scheme	April 2009 April 2010	Head of HR	Progressed directly with the NPIA through the All Wales Police Working Group and the Welsh Language Board
11r	All coordinators of training courses that refer to providing a service for the public 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. Scheme ref: 15.9 (iv) numbering error scheme	April 2009 April 2010	Head of Learning and Development Services/Force Welsh Language Group	To develop in accordance with Training Plans. A supervisor within Learning and Development has been allocated the task of researching the approach of the other Welsh forces with a view to adopting a collaborative approach in this area.
<b>12</b>	<b>Administrative arrangements</b>			
12a	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. Scheme ref: 16.6 (i)	June 2007 June 2008 April 2009 April 2010	Policy / Project Leads	All policies and procedures already contain a caption reminding staff that they must consider carrying out an equalities impact assessment in

				compliance with the Welsh Language Act.
12b	Any new Chief Officer/member's of the Police/Authority will have to attend a Welsh Language awareness and sensitivity session as part of the Force/Authority induction course. Scheme ref: 16.6 (ii)	April 2009 April 2010	Police Authority; ACPO	This is to be developed in conjunction with the Police Authority.
<b>13</b>	<b>Information booklet</b>			
13a	The Force Welsh Language Group will provide advice and guidance to staff on their responsibilities under the revised Welsh Language Scheme Scheme ref: 17.(i)	Jan 2007 and ongoing	Force Welsh Language Group	Members of the Welsh Language Group regularly give advice and guidance in relation to the revised Welsh Language Scheme.
<b>14</b>	<b>Services given on behalf of Gwent Police and Gwent Police Authority by other parties</b>			
14a	The co-ordinating Officers of any joint projects with other agencies / bodies, will ensure that projects comply with our Welsh Language Scheme. This will include providing services to the public and producing explanatory/promotional literature. Scheme ref: 18.3 (i)	April 2009 April 2010	Project Leads	Programme Manager to coordinate and ensure project managers comply with this objective.
<b>15</b>	<b>Monitoring the implementation of the scheme</b>			
15a	Any new policies and procedures 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. Scheme ref: 19.2 (i)	April 2009 April 2010	Policy Owners/Diversity Team/Policy Officer	All new policies to be Assessed by owners and scrutinised by relevant strategic committees.

15b	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. Scheme ref: 19.3 (i)	April 2009 April 2010	Divisional/Departmental Heads	Divisions and Departments are encouraged to attend meetings of the Force Welsh Language Group to provide updates on progress in the use of Welsh Language.
15c	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 Chief Officer who will be responsible for the Welsh Language Portfolio. Scheme ref: 19.3 (ii)	As required	Divisional/Departmental Heads	Force Welsh Language Group meets to coordinate and report on progress. Also members of the Group are available for advice and guidance.
15d	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 Language Group. Scheme ref: 19.3 (iii)	Quarterly	Divisional/Departmental Heads	Monitoring takes places via the Force Welsh Language Group, however it is a matter for Divisional /Departmental Heads to ensure monitoring on a daily basis.
15e	Any research regarding public satisfaction with the service provided by the police will include reference to the ability to receive a Welsh Language service. Scheme ref: 19.3 (iv)	April 2009 April 2010	Corporate Services/Police Authority	Public Satisfaction Surveys are ongoing. Provision for members of the public to be provided with a copy in Welsh is included in the survey documentation. An example is where a satisfaction survey was conducted for stop and search.

15f	At present, neither the Home Office nor Her Majesty's Inspectors of Constabularies give any consideration to the existence of two official languages in Welsh 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. Scheme ref: 19.3 (v)	June 2007 June 2008 April 2009 April 2010	Forces Welsh Language Group	Forces Welsh Language Group will continue to raise this as an issue with HMIC.
<b>16</b>	<b>Dealing with Welsh-speaking Members of the Public</b>			
16a	Welsh language and language choice considerations in both official languages will be mainstreamed into all Gwent Police systems and quality assurance processes.  Scheme ref: 19.4 (i)	April 2009 April 2010	Divisional/Departmental Heads Corporate Services	This work is ongoing throughout the organisation and is intended to be mainstreamed through such areas as training, recruitment and improving the Welsh language services to the community.
16b	Any corporate features will use both languages and Welsh will appear above or to the left of the English Scheme ref: 19.5 (i)	June 2007 June 2008 April 2009 April 2010	Divisional /Departmental Heads /	Efforts are made to ensure Corporate features appear both in English and Welsh. Examples are such things as the Force crest, bilingual documentation, car park signs, uniforms, marked patrol vehicles, press notices, exhibitions and conferences, official notices, public notices and recruitment.
16c	The Divisional/Departmental Head will be responsible for monitoring use of bilingual materials. Scheme ref: 19.5 (ii)	April 2009 April 2010	Divisional /Departmental Heads / Corporate Services	Divisional/Departmental Heads are able to use the support functions within the Force to achieve this objective.

<b>17</b>	<b>Staffing</b>			
17a	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 Central Human Resources Department will coordinate this and ensure compliance by Divisional/Departmental Human Resource managers. Appropriate reports on the staffing situation will be produced and provided at the request of the Force Welsh Language Group. Scheme ref: 19.6 (i)	Quarterly	Head of HR/Learning and Development Force Welsh Language Group	Work is being undertaken both in the Human Resources and Learning and Development Departments to improve our processes and systems in order to mainstream the welsh language.
<b>18</b>	<b>Time-table</b>			
18a	Achievement of Welsh Language Scheme targets will form part of the Forces Corporate targets. References to developments and achievements in respect of the Welsh Language Scheme will be included in the Forces Annual Reports.  Scheme ref: 20 (i)	April 2009 April 2010	Force Welsh Language Group / Police Authority / ACPO	This is to be developed through the performance and planning section of the Corporate Services Department.
18b	Departmental/Divisional Coordinators will be responsible for informing staff about the aims and objectives of the Language Scheme. Scheme ref: 20 (ii)	June 2007 June 2008 April 2009 April 2010	Divisional /Departmental Heads / Corporate Communications	This is an ongoing matter to keep existing staff updated as well as providing for those recruited to the organisation.
18c	Information regarding the Scheme's aims and objectives will be available on the force's website and intranet site. Scheme ref: 20 (iii)	June 2007	Force Welsh Language Group	This has been achieved.

<b>19</b>	<b>Agents and Contractors</b>			
19a	The person responsible for purchasing/managing services by agencies and contractors will ensure that their provision of services comply with the Welsh Language Scheme. Scheme ref: 21 (i)	April 2009 April 2010	Head of Procurement	This is monitored by the Head of Procurements. Our aim will be to ensure tendering documents comply with the scheme and that external contractors are monitored in relation to the quality of the bilingual services provided. Gwent Police will have due regard to the type of external services being provided and the locality where they are being delivered.
<b>20</b>	<b>Comments and complaints about the Welsh Language Scheme</b>			
20a	Any complaints about the scheme will be recorded as a complaint against the organisation, dealt with under the Direction and Control procedure. The complaint will be recorded by the professional Standards Department. Scheme ref: 22.3 (i)	April 2009 April 2010	Head of Professional Standards	This is recorded and dealt with by the Standards Department and is ongoing there have been no such complaints received for the current year.
20b	Divisional/Departmental Heads will ensure that any other comments from the public regarding the standard of Welsh service are brought to the attention of the Force Welsh Language Group. Scheme ref: 22.3 (ii)	June 2007 June 2008 April 2009 April 2010	Divisional /Departmental Heads / Force Welsh Language Group	This will be the responsibility of Divisional/Departmental Representatives to report to the Group.

20c	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. Scheme ref: 22.3 (iii)	April 2009 April 2010	Corporate Services Department	This area is under development.
<b>21</b>	<b>Publicity for Welsh Language Scheme</b>			
21a	Details of the Welsh Language Scheme can be found on the Internet site of all forces. Scheme ref: 23.2 (i)	June 2007 June 2008 April 2009 April 2010	Head of Corporate Communications/ Force Welsh Language Group	The scheme has been posted onto our web site. Campaigns to raise awareness will be the responsibility of the Corporate Communications Department.
21b	A copy of the Welsh Language Scheme as well as advice and guidance for staff information will be available on the Force Intranet. Scheme ref: 23.2 (ii)	June 2007 June 2008 April 2009 April 2010	Head of Corporate Communications/ Force Welsh Language Group	Information about the scheme is in place on the intranet for staff to be informed.
21c	Display signs in public areas such as front counters in Police Stations, in reception area of buildings and custody suites advising that a bilingual service is available. Scheme ref: 23.2 (iii)	April 2009 April 2010	Divisional/Departmental Heads / Diversity Champions	WLB posters to be posted advising on rights re Welsh Language circulated to BCU's for posting in reception areas and Custody Suites.
<b>22</b>	<b>Reporting</b>			
22a	The Force Welsh Language Group will be responsible for producing an annual report for the Welsh Language Board about the implementation of the Welsh Language Scheme.	Annually	Force Welsh Language Group	Annual Report up to April 2007 posted on the Force Internet.

During June 2007, the Welsh Language Board undertook a Risk Assessment based on the following questions:

- a) How does the organisation record information about the officers it employs who have Welsh language skills?
- b) How does the organisation know that its bilingual staff are located in the correct places to enable it to provide a satisfactory and complete Welsh language service in accordance with its Welsh Language Scheme

The following is the proposed Action Plan to implement the recommendations of the WLB Risk Assessment 2007

<u>Recommendation</u>	<u>Responsibility</u>	<u>Timescale</u>
The skills requirements of posts are assessed when a new post is created or when a post becomes vacant. A comprehensive review of the Welsh language skill requirements of current posts should be conducted over time using a Welsh language ability questionnaire, prioritising those posts which are public facing. Priority should be given to posts which involve significant public interaction, in accordance with the aims of the WACPO Welsh Language Strategy adopted by the force.	HR	Immediate implementation and monitored annually:  March 2009 March 2010
A system should be developed in order that Welsh language skills of staff can be recorded in accordance with the Welsh language competency framework adopted. The system should be able to compare the language requirements of posts with the language skills possessed by postholders, in order that any shortfalls in Welsh language skills levels can be easily identified.	HR	March 2009 March 2010
Any systems or processes used to collect data on staff skills should fully consider Welsh language skills. Systems should collect data consistent with any agreed Welsh language competency framework adopted.	HR	March 2009 March 2010
Information held on management and PDR systems should be used to produce reports for the force's human resource department, identifying any shortfalls in the Welsh language skill levels of staff and officers according to location, post grade and workplace. The availability of such information will allow for effective workforce planning to ensure that Welsh language skills	HR	March 2009 March 2010

<p>within the force are sufficient to provide services in accordance with the force's Welsh language scheme. A copy of the report should be provided to all relevant officers and staff, as well as the Police Authority and the force's Welsh language group, to ensure that any shortfalls identified are given due consideration.</p>		
<p>Information regarding training courses available to staff and officers should include a directory of all Welsh language courses available.</p>	<p>Learning and Development</p>	<p>31 March 2009</p>



<p>As well as measuring the numbers of staff able to provide services in Welsh, the force should consider means of accurately measuring the demand for Welsh language services, for example telephone calls in Welsh to the Force Control Room. This will enable the force to ensure that its capacity to provide services in Welsh meets the demand at all times</p>	<p>Head of Communications/ Corporate Services</p>	<ul style="list-style-type: none"> <li>• Show progress through lifetime of WLS. Report progress annually: March 2008 March 2009 March 2010</li> </ul>
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## **2. Welsh Language Front Line Services**

Provision of Welsh Language Front Line Services will be progressed during the next annual monitoring period. Such services will include promotion of Welsh Language through Community Safety initiatives, as well as ensuring our staff are able to improve on our commitment to offer language choice at primary public interfaces.

Efforts will be made to seek the views of Welsh speakers with regard to the Welsh Language policing services provided through conducting surveys.

We currently operate a language line service which is available in Welsh, although 'take up' of the service to date has been limited.

### **Complaints:**

The Professional Standards Department has the responsibility for receiving complaints regarding compliance with the Welsh Language Scheme. The Force Welsh Language Group will monitor and review issues arising.

At present there have been no complaints received. However it is standard practice to ensure lessons learned are incorporated into improving our service.

## **3. Scheme Management and Administration**

The 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.

The Assistant Chief Constable is the lead ACPO Officer for the Welsh Language Scheme. He is supported by the Force 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 All Wales Police Welsh Language Group meet quarterly with the Welsh Language Board where progress is also reported on. Good practice initiatives are shared across the 4 Welsh police services together with British Transport Police.

Within Force, the Welsh Language Group consists of key stakeholders of both Gwent Police Authority and Gwent Police.

Basic Command Units and Departments have the responsibility for promoting the Welsh Language Scheme on a day to day basis and monitoring and implementing the Scheme on a local basis.

### **3. Linguistic Skills: comparing service needs and capacity**

Comparing service needs and capacity is a recommendation in the Welsh Language Board 2007 Risk Assessment. It is also integral to the Implementation Plan of the Welsh Language Scheme and we as an organisation undertake to demonstrate progress through the lifetime of the Scheme.

Meetings with the Human Resources Department have taken place to discuss the way forward in conducting a comprehensive review of the Welsh Language skills requirements for current posts using a Welsh Language ability questionnaire. This is currently being explored by the officer responsible for positive action. This should also include provision for comparing language requirements of posts with the language skills possessed by postholders in order to address any shortfalls. Work is ongoing to ensure that current information regarding Welsh Language skills possessed by Police Personnel is accurate.

Further work will need to be carried out in relation to aligning PDR processes with identifying any shortfalls in the skills levels of staff and officers according to location, post, grade and workplace.

Meetings have taken place with the Learning and Development Inspector to ensure training courses available to police personnel are included in any future training directory. Currently training is ongoing with Coleg Gwent and courses are advertised every year in our Force General Orders.

#### **4. Mainstreaming**

Some Progress has been made this year in Welsh language training through various courses.

All new members of staff to receive a “Welsh sensitivity module” as part of their Initial Induction Training. An awareness session based on the Welsh Language Scheme has been developed and will be incorporated into probationer and police staff induction programmes. A supervisor within Learning and Development has been allocated the task of researching the approach of the other Welsh forces with a view to adopting a collaborative approach in this area.

Training needs of police personnel will continue to be identified in order to offer language choice at primary public interfaces. Costs of such training will be identified and included into any planning processes.

The Personal Development Review process provides staff / managers an opportunity to identify training needs that either relate to an individuals role or from a personal development perspective. These training needs should then be compiled and considered in Annual Planning processes for Learning and Development Services for the forthcoming year.

Our Community Safety Department have carried out a number of initiatives bi-lingually these include:-

#### **Drugs Education**

19 leaflets were produced by Gwent Police each covering specific types of drugs e.g. magic mushrooms, steroids, cannabis, cocaine, opiates, ecstasy etc.

Our needle exchange programme is bi-lingual carried out in partnership with the National Health Service.

In conjunction with the three Welsh Police Forces, and Ambulance Service there was a bi-lingual campaign aimed at young persons drinking in public places ‘Don’t leave your friends to die’.

#### **Licensing**

A bi-lingual campaign was undertaken with the Licensing Trade in respect of entry to licensed premises and searches.

A campaign with the 5 Local Authorities was carried out aimed at dealing with drugs on licensed premises, ‘Try dealing drugs with your hands behind your back’.

A campaign with the Joint Welsh Forces in relation to the dangers of drinking was undertaken to reduce such problems.

## **Schools Programme**

Our Community Safety Department has produced a core education programme for all schools, translated into Welsh. A Welsh speaking officer delivers lessons to schools in Welsh. This programme has been supported by the Welsh Assembly and has been well received by local schools.

## **Crime Prevention**

There are large 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 all of which are bilingual.

With the other Welsh Forces a bilingual poster was compiled with the theme, 'follow that van', for cash in transit robberies.

Bilingual car parks posters have been distributed in key areas to prevent vehicle crime.

Bilingual towels and fridge magnets have been produced to raise awareness of distraction burglaries.

Following the vehicle crime awareness day a bilingual annual report was produced in partnership with Local Authorities and multi agency partnerships.

In partnership with Autism Cymru a bilingual identity card scheme was created to raise awareness amongst people in emergency services and members of the public.

## **Analysis of performance by priority and target**

### **Good Practice**

- Quarterly attendance at All Wales Police Welsh Language Working Group
- Contract with local Welsh translation service tendered for jointly with South Wales Police
- Training provision in Welsh for staff.
- Assisted Private Study funding made available to staff, with specific positive action undertaken to encourage staff to enrol on Welsh language lessons.
- Proactive Community Safety initiatives in Welsh to raise awareness, as well as involvement in schools.
- Bi-lingual partnership work to improve services.

### **Weaknesses**

- During the Risk Assessment process it was identified that processes must be developed to ensure compliance with the Welsh Language Scheme, these processes are currently being developed.
- Lack of in-house translation services
- English only information circulated to communities via Neighbourhood Policing Teams.
- Provision of a monolingual service when delivering front line services
- More robust approach to recruiting staff with Welsh language skills
- The need to identify posts that have a Welsh essential requirement.
- Other weaknesses have been identified within the Action Plan and during the WLB 2007 Risk Assessment Process.

## 5. Publishing information on performance

Gwent Police Welsh Language Scheme was developed in 2007 and implementation is currently in the process of being rolled out. We aim to develop our performance year on year through the lifetime of the Scheme.

PI	Target	Responsibility / Progress / Target
<b>Planning and Delivering Services</b>		
PI - 1	% of new and revised policies and initiatives that have mainstreamed the Welsh language	<p><b>Policy Owners/Corporate Services</b>  <b>All Policies and Procedures are checked to identify whether there are Welsh Language implications in order to mainstream the Welsh Language.</b></p> <p><b>Police Authority Monitoring</b>  The baseline is that each policy that is developed or reviewed will have to comply with the scheme requirements. The Police Authority will receive an annual report on out turn figures with commentary. A member of the police Authority sits on the Force Welsh Language Board.</p>
PI - 2	The number of internal business documents produced in Welsh.	<p><b>Corporate Communications – web manager</b>  <b>Documents can be found on the Force internet such as the Force Plan, and the Welsh Language Scheme. Further work needs to be undertaken to improve this position.</b></p> <p><b>Police Authority Monitoring</b>  The baseline is that no internal documents are currently translated. The Force Welsh Language Board will need to establish the definition of ‘internal business documents’. A member of the Police Authority sits on the Force Welsh Language Board. The Police Authority will receive annual report on out turn figures with commentary.</p>
<b>Service Delivery</b>		
PI – 3	% of all partnerships that were monitored and whose provision is in accordance with the requirements of the Welsh Language Scheme	<p><b>Corporate Services</b>  <b>When we engage with our partners we will endeavour to ensure that the provisions adopted jointly are in accordance with our Welsh Language Scheme particularly in the case of protocols, planning and performance under the new Assessment of Police and Community Safety.</b></p> <p><b>Police Authority Monitoring</b>  Baseline to be established. Community Safety Partnerships will be asked to sign up either to the Force Scheme or one of the other partner organisations scheme. The Police Authority will receive annual report on out turn figures with commentary.</p>

<b>Dealing with the Welsh Speaking Public</b>		
PI – 4	a) % of Force Communication Suite staff who are bilingual (Level 4 and above) in order to guarantee language choice	<p><b><u>Head of Communications</u></b> –</p> <p><b>Further positive action to be undertaken to improve current status. There are at present no bilingual Force Communications Staff.</b></p> <p><b><u>Police Authority Monitoring</u></b> Baseline information is being developed. The Police Authority will receive annual report on out turn figures with commentary.</p>
	b) % of Custody Office Staff who are bilingual (Level 4 and above) in order to guarantee language choice	<p><b><u>Head of Criminal Justice Department</u></b></p> <p><b>Further positive action to be undertaken to improve current status.</b>  <b>2 Custody sergeants fluent written and spoken = 7.5%</b>  <b>1 CDO fluent written and spoken = 2.7%</b></p> <p><b><u>Police Authority Monitoring</u></b> Baseline information is being developed. The Police Authority will receive annual report on out turn figures with commentary.</p>
PI – 5	% of personnel who have received training in Welsh to the appropriate level of the Police Welsh Language competency framework.	<p><b><u>Head of Human Resources</u></b> 1.74% of police personnel have received training in welsh language with Coleg Gwent.</p> <p><b><u>Police Authority Monitoring</u></b> Baseline information is being developed. The Police Authority will receive annual report on out turn figures with commentary.</p>
PI - 6	% of staff who are able to speak Welsh	<p><b><u>Head of Human Resources</u></b> 1.5% of current personnel who have declared their position are able to speak welsh to either a basic or fluent level.</p> <p><b><u>Police Authority Monitoring</u></b> Baseline information is being developed. The Police Authority will receive annual report on out turn figures with commentary.</p>
PI – 7	<p>% Comparison between % of Welsh speakers in the community and % recruited to work for Gwent Police</p> <p>- according to police officer, police staff roles, volunteers and the extended police family</p>	<p><b><u>Head of Human Resources</u></b> 10.4 % welsh speakers in the community and 1.5% of current personnel who have declared their position. These include 26 officers and 12 police staff ranging from basic to fluent competency in welsh. Our aim will be to improve this position.</p> <p><b><u>Police Authority Monitoring</u></b> Baseline information is being developed. The Police Authority will receive annual report on out turn figures with commentary.</p>

<b>Implementing and Monitoring the Scheme</b>		
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 ).	<p><b><u>Head of Human Resources</u></b></p> <p><b>Further work needs to be undertaken to identify relevant posts and the required competency level in Welsh for such posts.</b></p> <p><b><u>Police Authority Monitoring</u></b> Baseline information is being developed. The Police Authority will receive annual report on out turn figures with commentary.</p>
PI - 9	% of complaints in relation to the operation of the Scheme resulting in a change to policy/procedure	<p><b><u>Head of Standards</u></b></p> <p><b>There have been no complaints received to date resulting from the operation of the scheme.</b></p> <p><b><u>Police Authority Monitoring</u></b> Baseline information is being developed. The Police Authority will receive annual report on out turn figures with commentary.</p>
PI – 10	<p>% of use of specific Welsh Language services</p> <p>(a) Welsh Language Line when Requested.</p> <p>(b) Police officer recruits opting for the final interview through the medium of Welsh (via in force 'mutual aide' provision).</p>	<p><b><u>Head of Communications</u></b></p> <p><b>a) There have been no requests for language line in the last 12 months.</b></p> <p><b><u>Head of Human Resources</u></b></p> <p><b>b) There have been no final interviews conducted through the medium of Welsh</b></p> <p><b><u>Police Authority Monitoring</u></b> Baseline information is being developed. The Police Authority will receive annual report on out turn figures with commentary.</p>

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