

Office of the Police and
Crime Commissioner for North Wales

Annual Welsh Language Monitoring Report



2020

SWYDDFA COMISIYNYDD HEDDLU
A THROSEDD GOGLEDD CYMRU



OFFICE OF THE POLICE & CRIME
COMMISSIONER NORTH WALES

1. INTRODUCTION

1.1 Welsh Language Scheme

The revised joint Welsh Language Scheme was approved by the Welsh Language Board in September 2009. Following the appointment of the North Wales Police and Crime Commissioner the opportunity was taken to amend and update the content to reflect the situation. The North Wales Police (NWP) and North Wales Police Crime Commissioner (NWPC) joint Welsh Language Scheme was approved by the Welsh Language Commissioner (WLC) on June 17, 2013.

1.2 Welsh Language Standards

The Police and Crime Commissioner for North Wales (the Commissioner) received a Compliance Notice from the Welsh Language Commissioner on 30 September 2016. Since then the Office of the Police and Crime Commissioner (OPCC) has been working hard to comply with the Standards. The majority of these came into force on 30 March 2017 and others followed on 30 September 2017.

This monitoring report includes the period up to 31.3.2020. During this period the Police and Crime Commissioner has continued to invest resources in order to work towards the requirements of the Welsh language standards.

1.3 The Joint NWP and NWPC Welsh Language Strategy

The joint NWP and NWPC Welsh Language Strategy was officially launched at our Promoting Bilingualism Conference held on 21 May 2018. The Strategy contains the following strategic objectives and position statement which direct our work:

- We are aiming to become a bilingual organisation;
- In accordance with our responsibilities to our communities and the requirements of the Welsh Language Standards imposed on the Police and Crime Commissioner we will work towards ensuring the provision of language choice in service delivery and within our internal processes;
- We will continue to develop a service which respects the Welsh language and culture, and which acknowledges that Welsh speakers have the right to use the language when they are dealing with the Police and Crime Commissioner and his office;
- We will continue to innovate and create initiatives to promote bilingualism as well as support those developed by the Welsh Government and the Welsh Language Commissioner to promote, encourage and support more use of Welsh at work;
- We will work with relevant partners to ensure that genuine language choice is provided to those that come into contact with the Justice System and emergency services.

A copy of the Strategy can be seen [here](#). During the reporting period a revised implementation plan has been prepared to support the work.

2. MANAGEMENT AND ADMINISTRATION OF THE SCHEME AND COMPLIANCE WITH THE WELSH LANGUAGE STANDARDS

2.1 Force Welsh Language Group

The Police and Crime Commissioner is responsible for ensuring that his Office (the OPCC) complies with the Welsh Language Standards.

The Force Welsh Language Group (FWLG) is the strategic forum for members of North Wales Police and the OPCC to discuss and endorse the Welsh Language Scheme implementation plan and other related language initiatives. The FWLG is chaired by T/Deputy Chief Constable Richard Debicki. The Group meets every quarter. Members include representatives from every department in North Wales Police on a Senior Management Team level (SMT), a representative from the OPCC and Staff Association representatives. Staff from North Wales Police's Welsh Language Services Department are responsible for the agenda setting. The Force's Corporate Services Personal Assistant is responsible for the administration of the committee and also provides the secretariat.

The Welsh Language Implementation Working Group (WLIWG) is a sub committee of the Force's Welsh Language Group. Its purpose is to support the work of the strategic committee by looking at the detailed practical work being undertaken to support the tactics in the Welsh Language strategy and to deal with any specific issues. It is chaired by Chief Superintendent Simon Williams who is Head of the Corporate Services Department and is attended by a Scrutiny Officer from the OPCC (who has overall responsibility for matters relating to the Welsh Language).

2.2 The role of the Office of the Police and Crime Commissioner

The OPCC includes staff working at a strategic, managerial and practical level in respect of language policy. A Scrutiny Officer within the OPCC holds the Welsh Language strategic portfolio and sits on the Force's Welsh language Group as well as providing advice, guidance and support regarding Welsh language matters to the OPCC. Any matters of concern regarding the Welsh Language, and compliance with the Welsh Language Standards are discussed at the OPCC's Management Board. The Commissioner also scrutinises North Wales Police's compliance with its Welsh Language Standards. The principal medium through which the Commissioner carries out that scrutiny function is the Strategic Executive Board (SEB) which the Commissioner chairs and on which the Chief Constable and his senior officers sit.

The OPCC's Welsh Language Scrutiny Officer liaises frequently with North Wales Police's Welsh Language Services Department.



3. NORTH WALES POLICE & CRIME COMMISSIONER'S WELSH LANGUAGE STANDARDS

3.1 Governance and Assurance

The Welsh language Standards are a standing item on the agenda of the Force Welsh Language Group. The Welsh language Implementation Working Group (WLIWG) also reviews the ongoing work in departments to ensure that the Force and the OPCC is compliant with the requirements and that progress continues against the joint Welsh Language Strategy.

3.2 Internal Audits to ensure compliance with the Welsh Language Standards

Correspondence was received from the Welsh Language Commissioner in 2019 to advise of proposals regarding the work to be undertaken in order to ensure that organisations comply with their statutory language duties and also selfregulatory steps that organisations can take to ensure that they comply with their duties and increase opportunities for people to use the Welsh language.

Internal work to ensure that the OPCC and the Force are compliant with the requirements of the Welsh Language standards had been undertaken previously with the assistance of the Force HMIC team. This included dip sampling and desk top research. It was agreed to continue this internal self regulation in 2019 in order to ensure compliance. The focus was on the availability and quality of the Welsh language provision in the main public contact points. Areas reviewed in Autumn 2019 included the availability of the Welsh language offer at public police station front desks and reception services; language choice when providing a telephone service on publicised contact numbers such as Recruitment and HR departments. The content of the report and the recommendations following the internal audit were discussed in detail at the Force Welsh Language Group in January 2020. Work is being undertaken to resolve any issues that had been identified. The progress of this work is managed by the Welsh language Implementation Working Group and internally by the OPCC's relevant Scrutiny Officer.

3.3 Service Delivery Standards

The Compliance Notice which lists these standards can be seen on the OPCC's website. Arrangements which have been made to meet the Service Delivery Standards include the following:

- Numerous communications have been issued to OPCC staff around responding to correspondence, arranging meetings and telephone answering;



- Staff at the OPCC will ask about a service user's preferred language at the point of first contact;
- When the OPCC receives correspondence in Welsh, the OPCC will reply in Welsh, should a response be required. Where the OPCC sends correspondence but the language preference of recipients is unknown, the correspondence will be issued in Welsh and English;
- Footnotes at the bottom of all emails and letterheads explain that we welcome correspondence in Welsh and English;
- Staff will give a bilingual greeting when answering the telephone;
- Staff at the OPCC ensure that staff offer people the opportunity to be transferred to a Welsh speaker when contacting the OPCC, unless they are able to deal with them in Welsh;
- When the OPCC establishes telephone contact with a service user for the first time, the service user will be asked if they would prefer to receive future calls from the OPCC in Welsh or English. That language preference will be noted and respected;
- When the OPCC arranges a meeting with a member or members of the public, attendees will be asked if they wish to use the Welsh language at the meeting. Where individuals express a desire to use Welsh at a meeting, the OPCC will respect and accommodate that preference;
- Documents produced by the OPCC for the public will be made available bilingually;
- All public facing signs and notices displayed at the OPCC, including temporary signs and notices, will be bilingual, with the Welsh positioned so that it is likely to be read first;
- The OPCC maintains a fully bilingual website where all pages are created equally in Welsh and English to be fully functional and with a facility to switch easily between the two languages;
- The OPCC's social media accounts are fully bilingual;
- The OPCC's office is in North Wales Police's Headquarters in Colwyn Bay. Therefore, the OPCC relies on the Force's reception services. The Force's Receptionist posts are designated as requiring level 3 or higher spoken Welsh skills in order to offer a bilingual reception;
- OPCC staff are required to greet members of the public bilingually;
- Invitations to tender are published bilingually;
- Tenders may be submitted in Welsh, and a tender submitted in Welsh will be treated no less favourably than a tender submitted in English.

3.4 Comments and Complaints

During the reporting period the OPCC and the Force has received many positive comments from the public and representatives of other public bodies including the Welsh Government and the Welsh Language Commissioner regarding the initiatives that continue to take place to promote bilingualism in the organisation.

The Police and Crime Commissioner has not received any complaints during the reporting period regarding his, and his officer's use, of the Welsh language. He has received a few complaints regarding North Wales Police's use of the Welsh Language/compliance with the Welsh Language Standards and such complaints have been promptly referred to the Chief Constable and his staff for a response. In such instances the Police and Crime Commissioner notifies the complainant of his decision to forward the matter to the Chief Constable and is kept fully informed of any progress made in relation to the matter.

3.5 Policy Making Standards

The Compliance Notice which lists these standards can be seen on the OPCC's website. Arrangements which have been made to meet the Policy Making Standards include the following:

- All new policies, projects, procedures and initiatives implemented by the OPCC are subject to an Equality Impact Assessment. As part of this assessment, staff formulating new policies are asked to consider the positive and/or negative impacts that could result from that policy for the Welsh Language and for Welsh speakers and learners;
- If research is commissioned that is intended to assist with policy making, staff at the OPCC will ensure that the research considers how the policy decision could be made so that it does not have a negative impact on the Welsh Language;
- The OPCC ensures that any consultation on policies offers people the opportunity to comment on the effects of any new policies on use of the Welsh Language;
- The OPCC's Commissioning Policy states that we will consider the effects, when making grant awarding decisions, the awarding of a grant would have on opportunities for persons to use the Welsh language.

The OPCC has not received any complaints relating to compliance with the Policy Making Standards during the reporting period.

3.6 Operational Standards

The Compliance Notice which lists these standards can be seen on the OPCC's website. Arrangements have put in place at the OPCC to meet the Operational Standards and include the following:

- The Force and OPCC have prepared a 5 year Welsh Language Strategy which includes promoting, encouraging and supporting more use of Welsh at work and bilingual workplaces
- North Wales Police is working to develop HR processes, procedures and documentation in order to ensure that staff at the OPCC can obtain HR documents and processes in Welsh;
- The Force has a Welsh Language Skills Policy. All staff at the OPCC are required to self-assess their Welsh language skills in respect of writing and speaking and at levels 0-5 for each of those categories. Members of staff are also encouraged to take a formal assessment. All new staff are required to undertake a formal assessment of their Welsh language skills;
- Internal Welsh in the workplace courses include training on using Welsh at work;
- The OPCC has introduced a HR process where all staff will be asked whether they wish to receive their contract of employment in Welsh;
- All members of staff at the OPCC are asked whether they wish to receive paper correspondence relating to his or her employment, and/or training needs, and which is addressed to him/ her personally in Welsh;
- Staff at the OPCC are also asked whether they wish to receive documents that outline their performance objectives in Welsh and we will provide documents in Welsh if that is their wish;
- Welsh language computer software (for checking spelling and grammar) has been provided to all staff who speak or learn Welsh if that is their wish;
- The OPCC allows each member of staff to make complaints in Welsh, and to respond in Welsh to any complaint made about him or about her;
- The OPCC allows all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process;
- Staff are offered the opportunity to attend internal language training during work time. The Force provides Welsh language courses which have been specifically designed for the Police. Courses are provided at Level 2 through to level 5 (Gloywi Iaitn). Members of staff who successfully complete a course are actively encouraged to progress to the next level.
- The Force arranged a residential Welsh courses for staff at Nant Gwtheyrn Language Centre in November 2019 and March 2020. The courses were aimed at staff who had reached NWP level 3 or Level 4 Welsh spoken skills respectively who needed an opportunity to consolidate and refresh their skills.

- Managers who do not speak Welsh are required to develop Welsh skills to level 3 to increase their spoken ability and awareness of using Welsh as part of their role and facilitating Welsh at work.
- All posts in the OPCC require some level of Welsh in accordance with the Force Welsh Language Skills Policy and the majority of posts are advertised as 'Welsh essential' posts.
- When a new post is created, or an existing post is reviewed, the line manager for that post and an HR officer assesses the Welsh language skills required for that post using the Force Welsh Language matrix. The assessment is based on the job description and the fact that the post will be located at the OPCC. The Force uses a set of skill levels based on the ALTE framework and a series of "can do" statements to determine what level of Welsh is required for the role
- The OPCC's application forms for posts provide an opportunity for applicants to indicate language preference at interview
- OPCC staff are encouraged to wear the 'Dw i'n dysgu' or 'dw i'n siarad Cymraeg' badges at work;
- Work has continued to take place during the reporting period to ensure compliance with the requirements in Standard 125. This includes ensuring that specific training courses are available in both Welsh and English to staff. This has included the translation of training materials into Welsh and reviewing the bilingual capability of the trainers responsible for the courses.

The OPCC has not received any complaints relating to compliance with the Operational Standards.

3.7 Record Keeping Standards

The Compliance Notice which lists these Standards can be seen on the OPCC's website. Arrangements have been made to meet the Record Keeping Standards and include the following:

- The OPCC keeps a record of the number of complaints received relating to our compliance with the Standards and will report back to the Welsh Language Commissioner on an annual basis. We will also keep a copy of such complaints, and any other complaints which relate to the Welsh language. Any complaints received by the OPCC are recorded in accordance with the Police Reform Act 2002;
- The OPCC keeps a record of the number of employees who have Welsh Language skills;
- The OPCC will keep a record of the steps that it has taken in order to comply with the policy making standards which we are under a duty to comply with;

- The OPCC keeps a record, for each financial year, of the number of members of staff who attended training courses provided in Welsh and if a Welsh version of a course was provided, the percentage of the total number of staff attending the course who attended that version;
- North Wales Police's HR department keeps a copy of every assessment that it carries out in respect of our staff's Welsh language skills.

The OPCC has not received any complaints relating to compliance with the Record Keeping Standards.

4. MONITORING AND INCREASING THE BILINGUAL CAPACITY OF THE OPCC

Following the introduction of Welsh language protocols for appointment and promotion, as well as initiatives to enhance the Welsh language capability in the OPCC and the Force during recent years, the Force Welsh Language Group continues to monitor progress and development.

4.1 Background to North Wales Police Welsh Language Protocols

The original North Wales Police (NWP) level 1 spoken Welsh language protocol was established in 2005. Since January 2008 new staff must demonstrate level 2 oral Welsh proficiency (North Wales Police Welsh Language Proficiency Framework) before joining. They are then required to achieve at least level 3 before the end of the probationary period. To assist new staff to achieve this level an 8 day mandatory Level 3 Welsh course is provided to new staff as part of initial training (this includes staff at the OPCC). New Welsh speaking staff are also provided with a 'gloywi iaith' course to increase their confidence to use spoken and written Welsh in the course of their duties.

This protocol was reviewed in 2018 by the Force Welsh Language Group and the requirements retained. The Senior Leaders Team meeting which is chaired by the Chief Constable reviewed the protocol again in its meeting in November 2019. It was agreed to keep the level 2 on appointment requirement. This is a requirement which the Commissioner is keen to retain. In addition, in order to support the protocol, work was undertaken to better explain the requirements to potential applicants. The Welsh language support materials available were also updated and revised in order to help applicants who do not speak Welsh to demonstrate the level required. Welsh language practice sessions have also been organised for applicants who require some additional support.

Also, since January 2008 any member of staff who is promoted is required to demonstrate at least level 2 oral skills before they are appointed. The Force has prepared self-learn resources in the form of the level 1, 2, and 3 'Introduction to Welsh' CDs to help candidates prepare for these linguistic expectations. Also coaching assistance is provided by the staff of the WLSD if candidates are struggling.



4.2 North Wales Police Welsh Language Skills Policy

This policy, which also applies to the OPCC, was reviewed during 2016. No changes have occurred to the requirements but the content has been revised to make it easier to use. The aim of this Welsh language Policy is to provide a practical framework within which managers and staff can operate in order to implement the aims and aspirations as set out in the joint Welsh Language Strategy. The Policy specifies where management decisions are made, the onus on staff to take personal responsibility in achieving and practising the requisite standard of Welsh language ability (commensurate with their post), how developmental opportunities can be accessed to improve capability, and the Police and Crime Commissioner and Chief Constable's commitment to ensuring that appropriate support is offered and afforded to staff.

The policy reminds staff that the PCC and NWP recognises that the ability to speak Welsh is a skill alongside other policing skills. It specifies that it is the personal responsibility of every member of staff and volunteers to contribute to the requirements at a level commensurate with their ability to speak and/or write in the Welsh language and to maintain and utilise their acquired Welsh language skills in the workplace.

The Policy also acknowledges the role of leadership in encouraging, supporting and promoting the use of Welsh at work and delivering a Welsh language service. Following the development of linguistic initiatives during the past few years to enhance the Welsh language capacity of managers and senior staff the following requirements have now been established:

- i) All senior graded members of staff (Police Staff of grade PO(C) and above) are expected to have achieved level 3 by the end of their probationary periods.
- ii) In accordance with the requirements of the Force Welsh language Promotions Protocol staff who apply for consideration of promotion (police staff seeking roles at a higher grade is judged equivalent to a promotion) must evidence their competency at level 2 as part of their application. The additional requirement is that with effect from 1st September, 2013 all newly promoted staff will only be appointed on the condition that they agree to achieve level 3 within 12 months of being promoted.

During the reporting period the Force's Welsh Language Group has monitored the implementation of this Policy in its meetings by asking the Human Resources Department for progress reports against the objectives.

The Force provides internal Welsh language training to assist staff in fulfilling these conditions. The OPCC requires all members of staff to engage with the training and development opportunities as offered to them and to demonstrate a determination to achieve the level required.

5. OPCC WELSH LANGUAGE ABILITY 2020

70.8% of staff working at the OPCC during the reporting period have been assessed as being fluent Welsh speakers (levels 4 and 5).

6. RECRUITMENT

The Commissioner recognises that the most efficient way to enhance the bilingual capability of the organisation is by the recruitment of new staff who have a good command of Welsh from the outset and who possess the other necessary skills commensurate with the role. The OPCC's Management Board and the Force's Welsh Language Group receive regular updates on the bilingual skills of new staff at its quarterly meetings.

One of the aims of the joint Welsh language strategy is for the OPCC and North Wales Police to become fully bilingual organisations. To support this there are tactics to enhance the bilingual capability of the OPCC and the Force through the recruitment of staff with Welsh language skills. There are 3 key elements. Firstly, the appointment of competent Welsh speakers to roles in controlled public interfaces which are designated as 'Welsh Essential' posts. Secondly, there are continued efforts to attract more Welsh speakers (spoken Welsh levels 4 and 5) to apply for all roles. Thirdly, the requirement that applicants for all full time roles in the OPCC and North Wales Police (apart from 'Welsh Essential' posts) are able to demonstrate linguistic courtesy in Welsh (NWP spoken Welsh level 2) on appointment as a minimum.

During the reporting period 3 posts were advertised and recruited within the OPCC. 2 of these posts were Welsh Essential posts and fluent Welsh speakers were recruited to these posts.

During the reporting period a Welsh language Task and Finish Group was established to review the communication of requirements to potential North Wales Police applicants who did not speak Welsh and the support material provided to assist them to attain the level required. Work was undertaken to better explain the requirements to potential applicants. The Welsh language support materials available were also updated and revised in order to help applicants who do not speak Welsh to demonstrate the level required.

7. WELSH LANGUAGE TRAINING

7.1 Internal Training

During the reporting period only courses designed to progress staff against identified objectives in our Welsh language skills frameworks (Levels 2, 3, 4 and 5) have been delivered internally. These Welsh language training courses have been developed and implemented in conjunction with Coleg Cambria our contracted external training provider. Any capacity on courses is offered to other justice partners and emergency services in North Wales.



2020

7.2 External Courses

Some staff have attended external courses during the reporting period. This included arrangements for staff to attend two 5-day residential courses at Nant Gwrtheyrn Language Centre as part of the Cymraeg Gwaith programme in November 2019 and March 2020. The courses were aimed at staff who had reached level 3 and level 4 spoken skills on the NWP Welsh language Ability Framework who needed an opportunity to consolidate and refresh their skills.

7.3 Training courses

Some internal training courses are offered to staff in either Welsh or English in accordance with the requirements of standard 125. However, no requests for a Welsh medium course have been received during the reporting period. Some training courses have occurred in a naturally bilingual format in the past when the trainer and participants have bilingual skills such as First Aid, Driver Training or RMS courses. However, they were not formally arranged as Welsh medium courses.

8. INITIATIVES TO PROMOTE BILINGUAL WORKPLACES AND ENCOURAGE MORE USE OF WELSH AT WORK

During the reporting period we have considered a variety of ways to ensure that staff maintain and use their Welsh language skills and to encourage more use of Welsh at work.

- Work has been undertaken to re-establish and maintain the network of Welsh Language Champions;
- A Welsh Language walking club which staff attend in their own time has also been established in order to provide another opportunity for staff to use their Welsh skills;
- The joint NWP and NWPCC Welsh Language Strategy Implementation Plan which includes action points to promote bilingual workplaces and to encourage more use of Welsh at work continues to be implemented. The departmental representatives report on progress;
- Drop in 'Paned a sgwrs' informal Welsh language practice sessions have been held for staff on a regular basis in Force Headquarters.

8.1 NWP Welsh Language Champions – promoting, encouraging and supporting use of Welsh at work

As part of the work of promoting, encouraging and supporting more use of Welsh in the workplace the North Wales OPCC and North Wales Police have established a network of Welsh Language Champions in each department and across the Force area. Staff volunteer to undertake this role in addition to their normal work duties. They do not have to be fluent in Welsh as it is enthusiasm and a desire to support others which counts.

The Welsh Language Champions operate on a local level to promote bilingualism. A new initiative is to link the Champions with staff who are developing their Welsh skills before, during and after attending a Welsh language training course at work.

8.2 Workshop for our Welsh Language Champions

A workshop for all of the NWP Welsh Language Champions was held on 1 April 2019. It was arranged and delivered by the staff in the Welsh Language Services Department. The purpose of the well attended workshop was to provide an opportunity for participants to agree on new initiatives to promote and support more use of Welsh in Force and at the Office of the Police and Crime Commissioner in the forthcoming period. Representatives from other partner agencies were also in attendance. It was also an opportunity to thank them for their interest and their work to date. The Deputy Chief Constable, who is an experienced Welsh learner himself, was in attendance as the main speaker. The Deputy Police and Crime Commissioner also gave a speech to emphasise the importance of the work and the support of the Office of the Police and Crime Commissioner.





APPENDIX A: WELSH LANGUAGE COMPETENCY FRAMEWORK

1. 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