



Welsh Language Standards Annual Report 2018-2019

**Implementing the Welsh
Language Standards in the
Police & Crime Commissioner's
Team**



Introduction

From 30th March 2017 the Police & Crime Commissioner for South Wales and his team were required to comply with the 'Welsh Language Standards' imposed by the Welsh Language Commissioner. These are outlined in the Police & Crime Commissioner's legal compliance notice, which can be accessed on our website.

Since their introduction we have been pleased to embrace the spirit of the Standards and the opportunities they offer to enable the people of South Wales to utilise their language of choice when they engage with us. We have also been keen to promote the Standards in the workplace to encourage our own staff to use the Welsh language in work time, whether when providing a service to the public or when communicating with each other. We are committed to delivering against our Standards and have made a number of changes to the way we work to enable us to do so.

This document provides an overview of the work that has taken place to comply with the Standards and promote Welsh language inclusivity during the financial year 2018-2019.

Internal Oversight

We continue to operate a Welsh Language Working Group, which is chaired by the Strategic Lead for Scrutiny, Assurance & Equality. This Group has developed processes for ensuring compliance with the Standards and is responsible for ongoing monitoring and oversight of our compliance and progress. The group members also act as 'Champions' for the Welsh language and play a role in awareness-raising of the Standards across the team. The group feeds up to the full team meetings within the Commissioner's team to ensure that Welsh language issues are embedded in our governance structures.

As far as possible we work collaboratively with South Wales Police in promoting language inclusivity.

Embedding the Standards in 2018/19

The Police & Crime Commissioner and team have been working hard, via the internal Welsh Language Working Group, to ensure that Welsh language inclusivity is a key part of our service delivery to the public and the culture of our team.

New staff members of the Police & Crime Commissioner continue to be provided with awareness sessions on the Welsh Language Standards and how they need to be implemented. All staff are also provided with a comprehensive Guidance document, developed by the working group, to support them with their individual Welsh language responsibilities.

All staff are given access to a range of Welsh language information and materials in order to provide a consistent service to the public. Practical steps have also been taken to ensure we are best placed to provide a positive Welsh language service. Examples have included the introduction of a new telephony system that enables people to select their language choice and the dissemination of a library of useful Welsh language phrases for all staff.

The internal working group continues to monitor the Standards' implementation as a matter of course.

Service Delivery Standards

We work to meet our 'Service Delivery' standards through a number of measures, including:

- A standard 'contact us' format on our documents to outline that correspondence is welcomed in Welsh and English
- The provision of footnotes at the bottom of emails and letterheads to explain that we welcome correspondence in Welsh and English.
- Welsh speakers indicate their ability to speak Welsh on email footers.
- Email signatures, 'out of office' email messages and voicemails to main landline numbers are bilingual.
- All callers to the Commissioner's team main line are greeted with a bilingual greeting. They are then provided with assistance in the Welsh language until such a point as this is no longer possible due to lack of available Welsh speakers or the need to converse with a subject matter expert without Welsh language ability. All callers in Welsh are treated with courtesy and respect and we do all we can to provide a positive service.
- When we contact people for the first time and are not aware of their language preference we ask them if they wish to communicate with us in Welsh. This applies unless contact has already been received in English from that person or their language preference is already known.
- A system to record the details of those that inform us they wish to communicate with us in Welsh.
- All public meetings, events and conferences provide the opportunity of conversing in Welsh. Individuals are required to inform us of their wish to communicate in Welsh by a specified date in order that we can arrange simultaneous translation facilities appropriately.
- Standard use documents used within the team are bilingual.
- Tweets from the Commissioner's Twitter account (@commissionersw) are bilingual.
- Our policy for awarding grants takes account of the need to consider and promote the Welsh language in the awarding process.

Of note during 2018/19:

- We have implemented a new telephony system for external callers to select whether they wish to communicate in Welsh or English and we are able to keep a record. During the year just under 5% of our callers requested a Welsh language service.
- We have sponsored the Commissioner's Personal Assistant to learn Welsh for half a day a week for a 2 year period in order to enhance the frontline Welsh language service that can be provided by the team.
- Developed a new website, which is fully bilingual.
- The Commissioner has undertaken a number of media interviews in the Welsh language.

We have not received any complaints in relation to the Service Delivery Standards in this reporting period.

Policy Making Standards

We work to meet our ‘Policy Making’ standards through a number of measures, including:

- When policies or projects are established or reviewed and are subjected to an ‘Equality Impact Assessment’ (EIA) process, this includes an assessment of Welsh language implications, including opportunities to promote the Welsh language.
- New staff are provided with awareness-raising sessions to ensure they use the Equality/Welsh Language Impact Assessment process effectively.
- Consultation or research take opportunities to invite views on how we could promote use of the Welsh language. Since the introduction of the Standards this has taken place internally, with staff providing views on how we can promote the language.

We have not received any complaints in relation to the Policy Making Standards in this reporting period.

Operational Standards

We work to meet our ‘Operational’ standards through a number of measures, including:

- Members of staff are offered the opportunity to receive HR documents in Welsh or to conduct HR processes in Welsh. To date no members of staff have requested this facility.
- Internal Welsh language spellcheck facilities are available for Welsh speaker use.
- When we go out to advert for any post we undergo a process to assess the Welsh language skills required for the post. The assessment outcomes are provided overleaf.
- Recruitment processes are offered bilingually.
- All new staff members that join the Commissioner’s Team are briefed on the Welsh Language Standards requirements and processes at induction.
- Refresher Welsh Language Standards compliance sessions are provided as necessary during the year
- A Welsh in the Workplace Policy outlines how the Welsh language will be promoted amongst the Commissioner’s team.

We have not received any complaints in relation to the Operational Standards in this reporting period.

Record Keeping Standards

We work to meet our ‘Record Keeping’ standards through a number of measures, including:

- We keep records of information relating to our Welsh Language Standards compliance notice. For example, we keep a record of the numbers of complaints in relation to our

compliance, as well as a record of the number of Welsh speaking members of staff and the number of advertised vacancies assessed for Welsh language skills (and the assessment outcomes).

To meet the requirements of our Record Keeping Standards we provide the below information in relation to this reporting period:

Recording Requirement	Number
The number of our employees who have Welsh language skills	9 members of staff indicate that they have Welsh language skills (nearly fluent or fluent). This represents 28% of staff members.
The number of new and vacant posts that we advertised during this reporting period that were categorised as posts where Welsh language skills were essential	0
The number of new and vacant posts that we advertised during this reporting period that were categorised as posts where Welsh language skills needed to be learnt when appointed to the post	0
The number of new and vacant posts that we advertised during this reporting period that were categorised as posts where Welsh language skills were desirable	2 (external vacancies)
The number of new and vacant posts that we advertised during this reporting period that were categorised as posts where Welsh language skills were not necessary	0
The number of employees that attended training courses conducted in Welsh during the reporting period	0

Complaints

We have an established policy for dealing with any complaints regarding adherence to the Welsh Language Standards and this can be found on our website. We have received no complaints relating to the Welsh language in this reporting period.

Conclusion

More than 2 years have passed since the introduction of the Welsh Language Standards and the team is now working well to adhere to the standards as part of our usual business. We are committed to ensuring that language inclusivity is part of our culture. However, we are aware that we may not always get everything right and we welcome the views of our communities and staff about how we could improve.

This document is also available in Welsh