



Heddlu Police

DYFED-POWYS

**Welsh Language Annual Report
2018 – 2019**



Introduction

As a force, we have and we continue to embrace the use of the Welsh language within the workplace and to the communities in which we serve. It's vital that members of the public are able to access our services through the medium of Welsh on a day to day basis. We are assisting all staff and officers as much as we possibly can to ensure that support is easily received in order to guarantee that we can provide a high standard of service to all communities within Dyfed-Powys.

The Welsh Language Standards, having been approved by the National Assembly for Wales in accordance with section 150(2) of the Welsh Language (Wales) Measure 2011, have been implemented by Dyfed-Powys Police since the 30th of March 2017. They have been created in order to ensure that the Welsh language is not treated any less favourably than the English language.

There are two legally recognised languages in Wales and this is acknowledged in our service provision: **Dwy iaith- Dau Ddewis!**

This annual report is created in order to summarise the work which has taken place as a result of the implementation of the Welsh Language Standards. A copy of this report is available on the Dyfed-Powys Police website and in all reception areas which are open to the public.

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1. Achievements

Mawrth Mawr

As a result of all the work carried out during the past two years the force is now fully aware of its requirements under the Welsh Language Standards. This year we decided to celebrate St David's Day through an external campaign through our social media channels to ensure that the public were cited of the services available to them through the medium of Welsh.



<https://twitter.com/DyfedPowys/status/1101470769220067335?s=20>

Being able to display basic Welsh linguistic courtesy

It is important for Dyfed-Powys Police's workforce to represent the communities in which it serves. As a force we are proud of our Welsh identity and wish to encourage staff and officers to support all our residents. We believe that it is really important for our staff and officers to be able to display basic Welsh linguistic courtesy to our residents and to one another. In order to ensure this the force has committed to having a workforce who can all converse in Welsh at level 1 as a minimum.

To help us achieve this, as of April 2019 new role profiles for staff and officers state that the successful applicant must have the ability to communicate through the medium of Welsh to level 1 or be prepared to achieve this within 6 months of appointment.

Current staff and officers who have no Welsh language ability will be supported to reach level 1 over a 12 month period.

Supporting various ways to learn

The force recognises that people learn in different ways and at different speeds so we have arranged a number of different ways to help people learn and reach this standard. These include organising internal courses, enabling staff and officers to learn via an online course and supporting those who wish to attend courses within their communities.

Welsh Language Awareness

During induction events new staff and officers receive an awareness presentation on the Welsh Language. This provides them with information regarding the Welsh culture, the figures for Welsh representation in the communities which we serve and how we are to provide the highest standard of service to our communities through the language of their choice.

Resources to help staff and officers

They are also given resources which will assist them in complying with the requirements of the Welsh Language Standards. The resources include an in depth guidance booklet for further clarification on the Standards. This booklet includes detailed descriptions of the Standards along with useful templates to assist staff and officers with out of office notices, email signatures etc. We also ensure that our 'desk top tick list' resource is available to everyone. This helpful little resource is a quick guide which includes all of the templates that are required as a result of the Welsh

Event Title	Event Date
BPA Awareness Input	April 2018
Officer Transferee Awareness Input	June 2018
Staff Induction	August 2018
Staff Induction	November 2018
Awareness Input	February 2019

Language Standards, details on how to utilise the Translation Unit, points to consider when organising a meeting, answering a telephone call etc. We also ensure that everyone has “dwi'n dysgu/siarad Cymraeg” badge visible on their uniform.



‘A plan for embedding the Welsh Language into day to day policing’

To celebrate ‘Diwrnod Shwmae/Sumae’ on the 15th October 2018, we published our three year Welsh Language Strategy ‘A plan for embedding the Welsh language into day to day policing’. The strategy is a joint document with the Police & Crime Commissioner’s Office. The strategy’s aim is to ensure that we develop a workforce which is representative of our communities through various different actions; setting a clear timescale and a plan for us to be held accountable to.

The strategy is being monitored during the ‘Yr Iaith Ar Waith’ meetings which are held on a quarterly basis.

A copy of our Welsh Language Strategy is available on the Dyfed-Powys Police Website.

Eisteddfod yr Urdd

The force had a successful week at the Eisteddfod in Builth Wells in May 2018. Various activities were held such as a ‘Poetry Café’ with Eurig Salisbury, ‘Cracking the Code’ with the Tarian crew and even an opportunity for some to challenge their

fears with the police dog section.



Force Poet

The force poet, Mr Eurig Salisbury was on hand to offer a Poetry Café at the force's stall at the Eisteddfod in Builth Wells. During the event he was able to write short, personalised Welsh poems to visitors. As part of the force's 50th Anniversary Celebrations in May 2018, Eurig also wrote a Welsh poem for the event.

In order to celebrate the launch of our Welsh Language Strategy we also held an internal limerick competition. The first two lines for the limerick were created by the force poet Mr Eurig Salisbury and the remaining three lines were to be completed by a member of staff or officer.

The winner of the limerick competition this year was Mair Harries. Mair is the Executive Support Officer for the Police and Crime Commissioner's Office.

Fe welais un nos ar y teli
Dyn tywydd yn dweud wrth grechwenu:
**“Fydd Nadolig yn wyn
Ac os credwch chi hyn
Wel, ffrindiau, chi wedi gwallgofi.”**



Force Awards

The Dyfed-Powys Police Awards is an opportunity to celebrate the force's staff, officers and volunteers. One of the awards presented was the award for the 'Welsh Learner of the Year'. This year it was awarded to Eddie Donnelly who is a member of staff at the Traffic Process Unit.



Speaking about his award, Eddie said *“I was surprised to win this award. I thought I’d won the award for best attendance. Even though I won Welsh learner, remember, yes, I’ve learnt a lot, but I still have much more to learn. My vocabulary has increased and I can follow some conversations in the office, but I’m still learning and I’m not fluent. The hardest thing now is to try and speak Welsh with other people. When someone asks me something in Welsh, my brain freezes. I don’t know what to say back, so be patient. I need to practice what I’ve learnt. So if you see me, try and*

*start a conversation with me. Speak slowly, be patient, and hopefully I will respond!
Nothing hard to begin with!"*

The force has taken every opportunity to attend events organised by the Welsh Language Commissioner's Office in order to improve on our services. In November we attended the office's 'Good Practice Seminar' in Cardiff. This event enabled us to hear of the good work happening across Wales and bring back new ideas to the force. We also attended their 'Standards Workshop' in Swansea the same week. This workshop was extremely beneficial and provided us with valuable information on creating internal policies.

In December, we also had the opportunity to meet with a representative from the Welsh Language Commissioner's Office in order to discuss the force's performance. This meeting enabled us to provide an update regarding our performance and to raise and discuss any difficulties we were facing.

Resources

The Welsh language resources have been made available on officers hand held devices and on the force intranet. This is to ensure that all staff and officers have access to the resources at all times. An extra 'word map' resource has been created particularly for the intranet. The 'word map' is a frequently used list of words, names and terms varying from rank titles to location titles, and to frequently asked questions. We have also attached an audio file to the words to assist non-welsh speaking staff to practice the pronunciation of the words.

2. Welsh Language Courses

In 2017 the force published its new Welsh Language Lesson Policy in which it states the commitment of the force in promoting and facilitating opportunities to learn the Welsh language. The policy details the support available to staff and officers in order to both learn and to improve their Welsh language skills.

The force has continued to ensure that Welsh language lessons are provided and supported. During 2018-2019 beginners and intermediate level courses were organised for staff and officers to attend.

We are also able to organise specific courses for departments upon request. This year we have arranged a specific Force Communication Centre Course which ensured that all staff members of the Communication Centre felt comfortable answering the phone bilingually as well being comfortable with Welsh place names. We have also organised a specific beginner's course for staff and officers in the Powys area as 24% of staff and officers in Powys have no Welsh language ability. Our aim is to reduce this figure and increase the Welsh language ability within the area.

The force has collaborated again this year with the Learn Welsh - Nant Gwrtheyrn residential course providers. They delivered a course specifically for staff and officers of Dyfed-Powys Police focusing on emailing, interviewing, presentation workshops and much more. Officers and staff were given the opportunity to practice these and other day-to-day tasks which they now undertake in Welsh in support of the Welsh Language Standards. It was also a chance for them to ask any questions or queries they had to the tutors present.

Due to the success of these courses and positive feedback we have already started to organise two new courses for the coming year.

Additionally, the force has provided staff and officers the opportunity to attend Welsh language courses in their communities in such a circumstance that they are unable to attend the courses which are held by the force at Headquarters for various reasons i.e. transport issues / shift patterns.

We have already started to organise this year's force based Welsh Language course, a beginners 20 week course for staff and officers in order to increase confidence and individuals' abilities to use the language.

Chief Constable Mr Mark Collins has been taking part in weekly Welsh language courses. The Chief Constable is due to receive a certificate in Welsh language shortly.



Welsh Language Courses

1st April, 2018 – 31st of March, 2019

Courses	Number of attendees
Powys Beginners	11
Force Based Beginners Course	11
Force Based Intermediate Course	16
Learn Welsh - Nant Gwrtheyrn	11
Community Lessons	6
Online Course	94
Force Communication Centre Course	7
8 X 1:1 interview training sessions	1Temp. Detective Superintendent
Total	157

3. Role Vacancies

1st April, 2018 – 31st of March, 2019

Category	No. of vacancies
Welsh Essential	20
Welsh Desirable	139
Welsh needed to be learnt when appointed to the post	0
Welsh Language Not Necessary	0

The above data is slightly dated due to the fact that every role advertised as of the 1st of April 2019 is Welsh Language essential therefore it will improve significantly during the next financial year. Discussions have also began regarding creating guidance for managers to follow when deciding what level Welsh Language ability a new member of staff should have upon appointment depending on the specific role.

4. Welsh Language Ability of Staff & Officers

Level	<u>May 2016</u> Speaking & Understanding	<u>May 2017</u> Speaking & Understanding	<u>May 2018</u> Speaking & Understanding	<u>June 2019</u> Speaking & Understanding
Level 0	355	352	322	277
Level 1	449	537	557	600
Level 2	414	425	400	406
Level 3	204	233	236	240
Level 4	163	203	191	191
Level 5	271	276	253	240
Not stated	122	285	112	92

Total	1978	2311	2071	2046
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As shown by the above data, the number of staff and officers who have no Welsh language ability has decreased due to increased opportunities for individuals to attend Welsh courses held by the force, as well as the option of attending community based courses. The prediction is that the number of staff and officers with no Welsh language ability will continue to decrease as the number of Welsh courses organised increases.

The number of staff and officers who have level 1-4 Welsh language ability has also increased; this is due to more and more individuals wanting to learn and attending various Welsh language courses, and through this being more confident to move into other levels.

5. Welsh Medium Training Courses

As a force we are striving to increase our delivery of training courses through the medium of Welsh to our staff and officers. Currently the force's induction package is available through the medium of Welsh. Additionally, the below courses are also available through the medium of Welsh upon request. Our aim is to promote the available Welsh language courses wider so that more people attend the Welsh medium options. Moving forward we will hopefully increase the number of courses offered in Welsh so that staff and officers are able to complete as much of their training as possible through the medium of Welsh, should they wish to do so.

Course Title	Number of staff / officers attended the course
Attendance & Performance Management (Welsh Medium)	0
Recruitment & Selection (Welsh Medium)	0
Recruitment Shortlisting Training	0
Recruitment Interviewing Training	0

6. Dissatisfaction

Below is a record of the four complaints received relating to the Welsh language over the last year:

Complaint:

A complaint was made to the Welsh Language Commissioner regarding a suspected failure by Dyfed-Powys Police to comply with the Welsh Language Standards. The complainant states that they telephoned DriveTech's Welsh Language service and the call was not answered; they then telephoned the English line and were they were answered immediately. DriveTech deliver a service on behalf of Dyfed-Powys Police.

Solution:

The Welsh Language Commissioner determined that Dyfed-Powys Police had failed to comply with the requirements of Standard 13.

This determination was based on the fact that the telephone number for the Welsh language service is not the same as for the corresponding English language service. Dyfed-Powys Police were given 6 months to rectify the issue. The issue has now been resolved.

Complaint:

A complaint was made to the Welsh Language Commissioner regarding a suspected failure by Dyfed-Powys Police to comply with the Welsh Language Standards. The complainant stated that no option was given to undertake the online 'your belt – your life' course in Welsh. The course is delivered by DriveTech as they deliver a service on behalf of Dyfed-Powys Police.

Solution:

The Welsh Language Commissioner determined that Dyfed-Powys Police had not failed to

comply with the requirements of Standards.

Complaint:

The complaint was regarding correspondence sent to the complainant in English only. If the individual is present during an offence then the officer asks their language preference. However, when an individual is not present, the officer's hand held devices are defaulted to the English language choice. When this information is then transferred to the relevant department, it notes that the individual's language choice is English. This is the reason for the English only correspondence. When the information is sent to the relevant department the staff member checks if the individual was present at the time of the offence, if they were not then the correspondence is sent bilingually.

However, on this occasion Dyfed-Powys Police failed to confirm this information before sending the correspondence. This was a genuine human error and the force apologised profoundly for this.

Solution:

The IS&T department have changed the default settings on the officers hand held devices in order to ensure that if the individual is not present then the language choice noted is 'bilingual'. Correspondence will then be sent bilingually, automatically. We have also reminded staff of the need to send correspondence bilingually when the individuals' language choice is unknown. An apology was provided by the Force to the complainant and a copy of the Welsh version of the letter was also sent to him.

Complaint:

'Dear Dyfed Police I am extremely disappointed that you have advertised something on Facebook and excluded your English speaking & reading community. There is NO translation and I find this to be very racist to your English language audience. I have lived in West Wales my whole life and can actually read Welsh, however I find it very insulting that you do not supply an English translation, it would imply to me that you do not want your English community to be involved in your Facebook campaign.'

Solution:

Further information from complainant highlighted that their concerns were regarding

an events page that had been created by Dyfed-Powys Police on Facebook advertising PC application workshop that were being arranged across the Force area. Initial review of Dyfed-Powys Police's Facebook page showed that there was an events page created in English only but there was also a Welsh events page that had been created for the same event. A suggestion was made to the Corporate Communications team to make note on the events page that an English/Welsh version of the event page is available and to provide a link. This resolved the misunderstanding of the concerns raised and the complainant was provided with a confirmation of the actions taken.

Further Information

Should you require further information with regards to the Welsh Language Annual Report; please email welshlanguage@dyfed-powys.pnn.police.uk