



Heddlu Police

**DYFED-POWYS**

**Welsh Language Annual Report  
2019 – 2020**



## 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 30<sup>th</sup> 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.

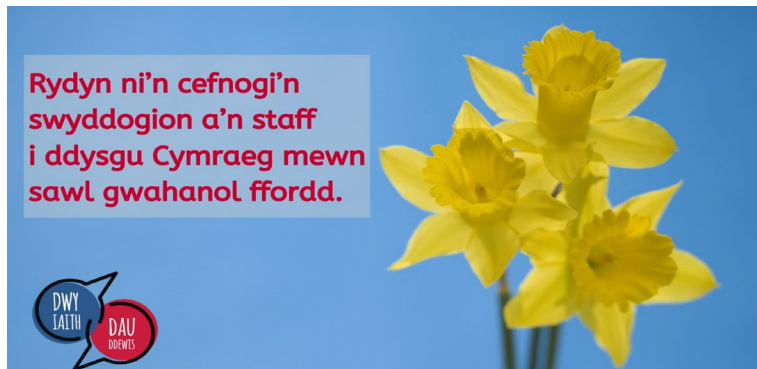
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## 1. Achievements

### **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 highlight those officers and staff who were learning the language in order to provide the best possible bilingual service to our communities.



### **The Welsh Language Mentoring Scheme**

The Welsh Language Mentoring Scheme was re-launched on St David's day and is an internal scheme to support police staff and officers to gain confidence whilst speaking through the medium of Welsh. It pairs a confident Welsh speaker with a learner or less confident speaker, they hold regular sessions and keep note of their progress and will feedback to the Welsh Language Officer. The scheme was also re-circulated during the Covid-19 lockdown period to encourage staff to connect and support each other through the medium of Welsh during difficult times.

### **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. If an individual does not meet the requirement they will progress through formal performance stages. A year on from introducing this requirement, the figures show that the current number of staff and officers with no Welsh language ability is at its lowest and the number with Level 1-5 Welsh language ability is currently higher than before the requirement came into force.

### **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**

New staff and officers receive an awareness presentation on the Welsh Language during inductions events. This provides them with a brief history of Welsh culture, the Welsh language time line and information on the support resources available. It also provides figures regarding Welsh Language speakers within the communities in which we serve and how we are to provide the highest standard of service to our residents by communicating through the language of their choice, highlighting that this is a legal requirement. The below table shows the inputs that have been provided from April 2019 and March 2020:

| <b>Event Title</b>                 | <b>Event Date</b> |
|------------------------------------|-------------------|
| PCSO Input                         | April 2019        |
| FCC Input                          | May 2019          |
| Officer Transferee Awareness Input | November 2019     |
| PCSO Input                         | February 2020     |

## Resources to help staff and officers

Resources are handed out during inputs to assist 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 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.



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.

## Welsh Language Strategy

The Welsh Language 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 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.

### **Force Awards**

The Dyfed-Powys Police Awards is an opportunity to celebrate the force's staff, officers and volunteers. Due to the coronavirus pandemic the awards for 2019-2020 have been delayed however the 'Welsh Learner of the year' award will still form part of the Force Awards ceremony when it will be rescheduled.

## **2. Working with the Welsh Language Commissioner**

The force has taken every opportunity to attend events organised by the Welsh Language Commissioner's Office in order to improve on our services:

### **Discussion Group**

In July 2019 the Welsh Language Commissioner's Office held a group discussion in Dyfed-Powys Police Headquarters to receive feedback from Dyfed-Powys Police employees on how the Welsh Language Standards have been implemented. The group attendees were from various roles, departments and ranks to ensure all areas of the force were represented.

### **Welsh Language Commissioner Visit**

The new Welsh Language Commissioner visited Dyfed-Powys Police Headquarters in August 2019 to discuss how the Standards have been implemented. Along with the OPCC we had an opportunity to highlight any issues or good practice.

### **Welsh Language Commissioner's office annual feedback meeting**

Our annual feedback meeting with the Welsh Language Commissioners Office was held in Dyfed-Powys Police Headquarters in November 2019, this was an opportunity to discuss good practice and seek guidance for potential issues we might be having.

## Welsh Language Rights Day

In order to celebrate the Welsh Language Rights Day on the 6<sup>th</sup> of December an external campaign was organised via our social media platforms. It included a video of Chief Constable Mark Collins emphasising the importance of the Welsh Language in our area and reminding our communities that we offer a fully bilingual service.



We're committed to providing Welsh language services to our communities. On Welsh Language Rights Day, here's @PGCCMarkCollins speaking about his pride in the language, and why it's important to us here in Dyfed-Powys #maegenihawl



10:22 AM · Dec 6, 2019 · Twitter Media Studio



Rydyn ni wedi ymrwmo i gynnig gwasanaethau trwy gyfrwng y Gymraeg. Ar ddiwrnod hyrwyddo hawliau'r Gymraeg, dyma @PGCCMarkCollins yn siarad am ei falchder o'r iaith a pham mae'n bwysig i ni yma yn Nyfed-Powys #maegenihawl

Translate Tweet



10:20 AM · Dec 6, 2019 · Twitter Media Studio

## 3. 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 2019-2020 a beginners' course was organised for staff and officers to attend.

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.

Unfortunately, due to the Coronavirus Pandemic we have not been able to organise the coming year's force based Welsh Language course however we are exploring the possibility of holding online courses with support from a tutor in order to increase confidence and individuals' abilities to use the language.

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



## Welsh Language Courses

1<sup>st</sup> April, 2019 – 31<sup>st</sup> of March, 2020

| Courses                      | Number of attendees |
|------------------------------|---------------------|
| Force Based Beginners Course | 10                  |
| Learn Welsh - Nant Gwrtheyrn | 11                  |
| Community Lessons            | 12                  |
| Online Course                | 53                  |
| <b>Total</b>                 | <b>86</b>           |

### 4. Role Vacancies

1<sup>st</sup> April, 2019 – 31<sup>st</sup> of March, 2020

| Category   | No. of vacancies |
|--|------------------|
| Welsh Essential                                      | 14               |
| Welsh Desirable                                      | 0                |
| Welsh needed to be learnt when appointed to the post | 146              |
| Welsh Language Not Necessary                         | 0                |

| Category                     | No. of vacancies |
|------------------------------|------------------|
| Welsh Language Level 1       | 146              |
| Welsh Language Level 2       | 0                |
| Welsh Language Level 3       | 4                |
| Welsh Language Level 4       | 9                |
| Welsh Language Level 5       | 1                |
| Welsh Language Not Necessary | 0                |

As of the 1<sup>st</sup> of April 2019 there aren't any roles where the Welsh Language is not necessary as all role profiles must have a minimum requirement of Welsh Language Level 1 or the candidate must be prepared to achieve this within 6 months of appointment.

## 5. Welsh Language Ability of Staff & Officers

| Level        | <u>May 2016</u><br>Speaking &<br>Understanding | <u>May 2017</u><br>Speaking &<br>Understanding | <u>May 2018</u><br>Speaking &<br>Understanding | <u>March 2019</u><br>Speaking &<br>Understanding | <u>June 2019</u><br>Speaking &<br>Understanding | <u>May 2020</u><br>Speaking &<br>Understanding |
|--------------|--|--|--|--|---|--|
| Level 0      | 355  | 352  | 322  | 284  | 277   | 256  |
| Level 1      | 449  | 537  | 557  | 603  | 600   | 630  |
| Level 2      | 414  | 425  | 400  | 407  | 406   | 395  |
| Level 3      | 204  | 233  | 236  | 242  | 240   | 250  |
| Level 4      | 163  | 203  | 191  | 194  | 191   | 195  |
| Level 5      | 271  | 276  | 253  | 241  | 240   | 244  |
| Not stated   | 122  | 285  | 112  | 88   | 92  | 94   |
| <b>Total</b> | <b>1978</b>                                    | <b>2311</b>                                    | <b>2071</b>                                    | <b>2059</b>                                      | <b>2046</b>                                     | <b>2064</b>                                    |

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. Current staff and officers who have no Welsh language ability are being supported to reach level 1 and all new employees must achieve level 1 within 6

months therefore we would expect to see a significant decrease in the number of employees that are level 0.

We are continuing to work with HR to ensure that employee information is up to date and we are requesting that staff and officers update their Welsh Language ability and predict that the number of employees that have not stated their ability will decrease.

## 6. 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. The force's recruitment, interviewing and shortlisting training (CVF) has been updated and is currently being translated to be available through the medium of Welsh.

| Course Title                      | Number of staff / officers attended the course |
|-----------------------------------|--|
| Recruitment Shortlisting Training | 0  |
| Recruitment Interviewing Training | 0  |

## 7. Dissatisfaction

Below is a record of the only complaint received relating to the Welsh language during the last year:

**Complaint:**

In December 2019 the complainant contacted Dyfed-Powys Police via the 101 telephone line. An English message advised the complainant to press 1 to speak to

someone in Welsh. The complainant pressed 1 and a further English automated message asked them to press 9 to confirm that they still wanted to speak to someone in Welsh. Their call was then answered by an English speaking call handler. The complainant was unhappy these messages were in English, that they were asked to confirm that they wanted to speak to someone in Welsh and that the call handler was not a Welsh speaker.

### **Solution:**

Firstly, we thanked the complainant for bringing this issue to the force's attention. We explained that the automated messages on the 101 call system are bilingual, with the Welsh appearing first followed by the English. We also explained that we appreciate that the caller is being asked for their language choice twice and this is something which will change with the forthcoming new telephony system.

We explained that 53% of the call handlers at the Force Communication Centre are Welsh speakers and are able to answer 101 calls through the medium of Welsh, emphasising that it's important for Dyfed-Powys Police's workforce to represent the communities that we serve, as a Force we are proud of our Welsh identity and want to encourage officers and staff to be able to support all our residents through the language of their choice. We believe that it's really important for our staff and officers to be able to display basic Welsh linguistic courtesy to our residents and to one another and have committed to having a workforce who can all converse in Welsh at level 1 standard.

We detailed the actions we take to ensure that the Welsh Language is not treated any less favourable than English:

### **Role Profiles**

- All role profiles are amended to state that 'Level 1 in Welsh to be obtained within 6 months of recruitment' and these to be made an 'Essential' requirement.

### **1. External Recruitment**

- Ensure all communications and marketing for any external recruitment includes information regarding the requirement to be proficient at Level 1 in Welsh within 6 months of joining.

- Welsh Language training package to be added as a mandatory requirement within the pre-join package sent to individuals on receiving their joining instructions.
- Welsh Language test to be undertaken on entry/at interview if role requires Welsh language ability higher than level 1.

## **2. Internal Recruitment**

- Welsh Language test to be undertaken on entry/at interview if role requires Welsh language ability higher than level 1.
- Welsh Language ability to be checked by new line manager as part of 'New Starter'/induction in to new role.
- Those with no Welsh Language ability to undertake the Level 1 course within a set timeframe (completion deadline to be agreed/within 6 months of new role).

We assured the complainant that work is on-going to eliminate this error from happening again.

## **Further Information**

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