



Heddlu Police

**DYFED-POWYS**

# Welsh Language Annual Report 2021 – 2022



## Introduction and Background

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

During 2021-22 Dyfed-Powys Police have continued to embrace the use of the Welsh language within the workplace and to the communities in which we serve. It is 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 accessible in order to guarantee that we can provide a high standard of service to all communities within Dyfed-Powys.

The purpose of this annual report is to monitor our compliance with the standards, promoting and facilitating the use of Welsh language services and to publicise how hard the Force works to ensure the standards are adhered to. A copy of this report is available on the Dyfed-Powys Police website and in all reception areas that are open to the public.

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

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## 1. Achievements

### Mawrth Mawr

#### Internal Welsh Language Campaign

On St David's day this year we created an internal online event with the Chief Constable, The Police and Crime Commissioner and other guest speakers. The purpose of the event was to give staff and officers an opportunity to discuss any Welsh Language matters and to listen to inspirational speakers who discussed what the Welsh language means to them. The event also launched a month-long, internal Welsh Language Campaign with the following themes every week:

- The Welsh Language Standards
- Have fun with the Welsh Language
- Welsh Language lessons
- Understanding and breaking down barriers

As well as the online event a survey was created for staff and officers to complete anonymously. The purpose of the survey was to understand what support the workforce needed to improve their own Welsh language ability, to understand any barriers they may be facing to improve the service we give to our communities.

#### External Communication

A video was posted through our social media channels to celebrate five years since the standards were introduced in Dyfed-Powys Police; it focused on how we continue to serve the public through the medium of Welsh and how it helps us better connect with our communities:



## The Welsh Language Mentoring Scheme

The Welsh Language Mentoring Scheme has continued this year; it 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 have regular conversations through the medium of Welsh, this increases the internal use of Welsh and helps less confident Welsh speakers feel more comfortable using the language.

## Supporting various ways to learn

The Force recognises that people learn in different ways and at different speeds, so we have arranged different ways to help people learn and reach their desired Welsh language level. 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. We also have an easily accessible intranet page that guides people to the best learning option for them. All courses are fully funded by the Force and learning is done during work time.

## Welsh Language Awareness

New staff and officers receive an awareness presentation on the Welsh Language during induction events. This provides them with a brief history of Welsh culture, the Welsh language timeline, the Welsh Language Standards 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 between April 2021 and March 2022:

Event Title	Event Date
New Recruits Input	June 2021
Officer Transferee Awareness Input	September 2021
FCC New Recruits Input	September 2021
New Recruits Input	October 2021
Officer Transferee Awareness Input	March 2022
New Recruits Input	March 2022

## Resources to help staff and officers

Resources are emailed and 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 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 officer's handheld devices and on the Force's intranet page. This is to ensure that all staff and officers always have access to the resources. 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' (Welsh in the Workplace) meetings which are held on a quarterly basis. A copy of our Welsh Language Strategy is available on the Dyfed-Powys Police Website. A new strategy will be created in 2022.

### **Force Awards**

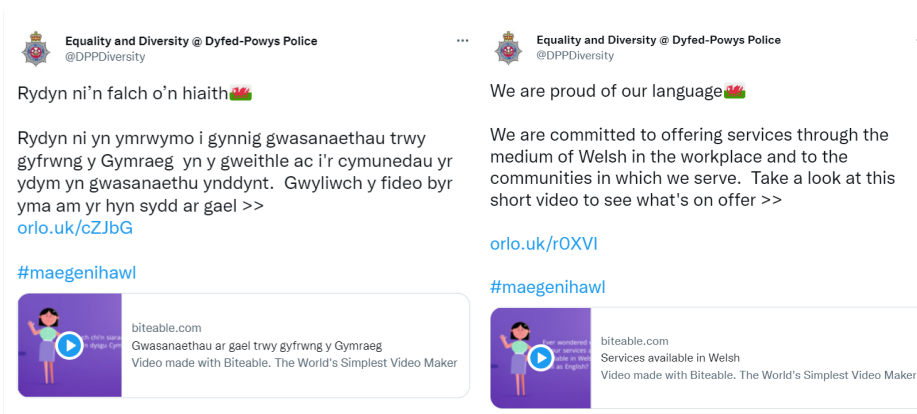
The Dyfed-Powys Police Awards is an opportunity to celebrate the Force's staff, officers and volunteers. A 'Welsh in the Workplace' award was presented to Heidi Billington for inspiration to others, positively encouraging colleagues to use the Welsh language regardless of their level and supporting them to do so. Heidi started her role as a Public Enquiry Officer at the beginning of the pandemic meaning at times she was the only person in the workplace. Despite this Heidi was always enthusiastic and her passion for the Welsh Language always shines through. Not only does she ensure that the Welsh Language Standards are adhered to she also encourages others to use their Welsh skills or to learn the language.

## **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.

### **Welsh Language Rights Day**

In order to celebrate the Welsh Language Rights Day on the 7<sup>th</sup> of December 2021 an external campaign was organised via our social media platforms. It included a video emphasising our Welsh Language report and reminding our communities that we offer a fully bilingual service:



### 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 2021-2022 a beginners' course was organised for staff and officers to complete online, these courses were fully funded and learners were given work time to complete the course.

Unfortunately, due to the Coronavirus Pandemic, Force based Welsh language courses have not been held face to face this year, however staff and officers were encouraged to attend courses in their communities. We are currently sourcing face-to-face lessons for the coming year. The below table shows the courses that have been completed by staff and officers this year:

**1<sup>st</sup> April, 2021 – 31<sup>st</sup> of March, 2022**



<b>Courses</b>	<b>Number of attendees</b>
Community Lessons	2
10 hour Online Course to reach Level 1	161
120 hour Entry Level Course	27
<b>Total</b>	<b>190</b>

#### 4. Role Vacancies

As of the 1<sup>st</sup> of April 2019 all roles require Welsh Language Level 1 or the candidate must be prepared to achieve this within 6 months of appointment.

##### 1st April, 2020 – 31st of March, 2021

<b>Category</b>	<b>No. of vacancies</b>
Welsh Essential	6
Welsh needed to be learnt when appointed to the post	187

<b>Category</b>	<b>No. of vacancies</b>
Welsh Language Level 1	187
Welsh Language Level 2	0
Welsh Language Level 3	6
Welsh Language Level 4	0
Welsh Language Level 5	0

## 5. Welsh Language Ability of Staff & Officers

### 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 all 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. This is monitored through the persons probationary period and their Development and Assessment Profile with more support given if required.

If an individual does not meet the requirement, they will progress through formal performance stages. The figures show that the current number of staff and officers with no Welsh language ability is at its lowest since the standards were introduced and the number with Level 1-5 Welsh language ability is currently higher than before the requirement came into Force.

The following table shows Welsh language levels for speaking and understanding:

	May-16	May-17	May-18	Mar-19	Jun-19	May-20	May-21	May-22
Level 0	355	352	322	284	277	256	252	271
Level 1	449	537	557	603	600	630	683	771
Level 2	414	425	400	407	406	395	392	401
Level 3	204	233	236	242	240	250	259	250
Level 4	163	203	191	194	191	195	200	204
Level 5	271	276	253	241	240	244	249	256
Not stated	122	285	112	88	92	94	92	86
Total	1978	2311	2071	2059	2046	2064	2127	2239

Staff and officers with level 0 Welsh is at its lowest since the standards were introduced with level 1 increasing by over 300, there has also been an increase in levels 4 and 5. We predict that the Welsh language levels of the Force will continue to increase as Welsh language lessons are continued to be offered.

We continue to encourage employees to keep their information up to date and are requesting that staff and officers update their Welsh Language ability through internal communication and when providing Welsh language inputs.

## 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 following courses are available through the medium of Welsh, when a person is invited for the training they are offered it in Welsh also:

- Induction package
- Recruitment, interviewing and shortlisting training (CVF)
- Professional Standards training input

None of the above courses have been requested in Welsh this year but 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.

## 7. Policy Making

### Equality Impact Assessments

Equality Impact Assessments are carried out on any Policy, Procedure or Activity which the Force undertakes to ensure we meet the requirements of the Public Sector Equality Duty, and do not have an adverse or negative effect or any particular groups

of people protected by the Equality Act 2010, assessing the impact it may have on a person.

We have included the Welsh language within this assessment to ensure that it is considered at all times. The question asks:

*'In accordance with the Welsh Language Standards, the following considerations also need to be made in relation to the Welsh Language:*

*Evidence how you have considered how the policy decision would have positive effects, or increased positive effects, on -*

*(a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.*

*Evidence how you have considered how the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on —*

*(a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.*

## 8. Dissatisfaction

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

### **Complaint:**

In July 2021 a complaint was made through the Welsh Language Commissioners Officer (WLCO), the complainant lodged a complaint that on three separate occasions they had not received the Welsh service they were entitled to:

- On the first occasion the complainant had telephoned Dyfed-Powys Police and chose a Welsh option, but the caller answered in English then the call continued in Welsh once the complainant requested this.

- On the second occasion the caller called Dyfed-Powys Police and chose the Welsh option but the call was answered in English, again the conversation continued in Welsh once the complainant spoke Welsh.
- On the third occasion the complainant was contacted by the police but was not offered a Welsh Language service as nobody was available to speak to him in Welsh but offered to a call back when a Welsh speaking officer was available.

### **WLCO Investigation:**

Following the WLCO investigation into this matter Dyfed-Powys Police were found to have not complied with standards 8 and 21 of the Welsh Language Standards and have been given further actions. At the time of writing this report Dyfed-Powys Police are taking action to evidence that they are meeting the requirements of the WLCO final determination.

### **Further Information**

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