

Welsh Language Standards

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. We are 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 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 processes in place across the Commissioner's team to promote our compliance with the Standards.

Internal Oversight

We have established a Welsh Language Working Group, which is chaired by the Strategic Lead for Scrutiny, Assurance and 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.

In addition, we ensure that as far as possible we work collaboratively with South Wales Police in promoting language inclusivity.

All new staff members of the Police & Crime Commissioner attend awareness sessions on the Welsh Language Standards and are provided with a Guidance document to support them with their individual Welsh language responsibilities.

Service Delivery Standards

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

- 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.

- Callers to the Commissioner's team 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 to email, letter and telephone contact unless contact has already been received in English from that person or their language preference is already known.
- We 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.
- Any new signs erected within the team's office are bilingual.
- Any standard use documents used within the team are bilingual.
- Our website is bilingual. All 'attachment' documents uploaded to the site from April 2017 are provided in Welsh and English.
- Tweets from the Commissioner's Twitter account (@commissionersw) are bilingual. Any comments in Welsh requiring a response, are responded to in Welsh during office hours (as with English comments).
- Whenever grants or contracts are being awarded with Commissioner funding, the process is offered bilingually. The ability to promote the Welsh language is taken into account as far as possible in the award process.

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.
- Consultation or research take opportunities to invite views on how we could promote use of the Welsh language.

Operational Standards

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

- Members of staff wishing to receive HR documents in Welsh or conduct HR processes in Welsh are able to do so.
- When we go out to advert for any post we undergo a process to assess the Welsh language skills required for the post.
- Recruitment processes are offered bilingually.
- All new staff members that join the Commissioner's Team will be briefed on the Welsh Language Standards requirements and processes at induction.
- To encourage the use of Welsh within the workplace informal 'Siop Siarad' sessions are held for any employees wishing to attend, whether they are Welsh speakers or not.
- Welsh language training is made available as part of the overall Learning & Development commitments of the Team and in conjunction with South Wales Police.
- Workplace signs are bilingual.

Record Keeping Standards

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

- We store all required information within our compliance notice. The records include, for example, the numbers of complaints in relation to Welsh Language Standards compliance or other Welsh language issues, the number of Welsh speaking members of staff, the number of advertised vacancies assessed for Welsh language skills requirements and the assessment outcomes, and the number of training courses members of staff have attended in Welsh.
- The record keeping process also include storing information on steps we have taken to ensure compliance.

Complaints

We have established a policy for dealing with any complaints regarding adherence to the Welsh Language Standards and this can be found on our website.

Conclusion

We are committed to ensuring that language inclusivity is a usual part of day-to-day business within the Commissioner's team.

We publish an annual report to identify updates against the Standards, including information on the specific record keeping requirements. These are available on our website.