

**Heddlu De Cymru  
South Wales Police**

**Cynllun Iaith Gymraeg  
Welsh Language Scheme**

**Annual Monitoring Report  
1 April 2007 to 31 March 2008**

1<sup>st</sup> October 2008

# Contents

<u>Subject</u> .....	<u>Page Number</u>
Introduction .....	3
Compliance with the Welsh Language Scheme .....	5
The quality of Welsh language front line services .....	28
Management and administration of the Welsh Language Scheme .....	34
The adequacy of Welsh Language Skills: comparing service needs and capacity.....	43
Mainstreaming the Welsh language .....	45
WLB Risk Assessment 2007 – Improvement Measures Plan .....	36
Analysis of performance according to priority / target.....	50
Publishing information on performance .....	60
Conclusions and Recommendations .....	62
Appendix One - % of staff who are able to speak Welsh according to (a) BCU / Dept and (b) rank / grade / post.....	64
Appendix Two - Comparison between % of Welsh speakers in the community and % recruited police / police staff roles / volunteers and Extended Police Family and (b) BCU / Dept / Organisation-wide.....	66
Appendix Three - % of all posts that have direct contact with the public that conform to the agreed Police Welsh Language Competency Framework (Level 1-5) .....	67

## Introduction

This joint Welsh Language Scheme for South Wales Police and South Wales Police Authority was developed during 2006 / 2007 in partnership with the four police services of Wales and British Transport Police, together with the guidance of Huw Gapper of the Welsh Language Board. This joint Welsh Language Scheme was formally approved by the Welsh Language Board in July 2007.

This monitoring report for **South Wales Police** covers the period **1 April 2007 to 31 March 2008** and has been prepared utilising good practice identified in the Welsh Language Board document **Overview of Annual Monitoring Reports 2006/07: Impressions and Good Practice**.

The lead responsibility for supporting South Wales Police to implement this **Welsh Language Scheme** is allocated to the **Equality and Diversity Team**. Equality and Diversity is an integral work stream of the Human Resources (HR) Department. During 2007 / 2008, the HR Department has seen a significant reorganisation. The aims of this reorganisation are to rationalise the transactional functions of HR – notably with the creation of an HR Helpdesk and an HR Intranet Website, which provides an opportunity for resources to focus on the transformational aspects of the HR function – notably the creation of HR Business Partners, an HR Shared Service and Subject Matter Experts.

This reorganisation has already provided tangible opportunities for South Wales Police to further support the implementation of the Welsh Language Scheme, with the creation of a key new post – **Employee Relations and Equalities Manager**, who is a member of the HR Senior Management Team and whose responsibility it is to drive forward the Implementation Plan of the Scheme whilst ensuring compliance and quality assurance.

Learning and Development Services have made a tangible investment to the Welsh Language this year, with the appointment of a dedicated **Welsh Language Trainer**, who will be developing a **Welsh Language Linguistic Skills Strategy**. This Skills Strategy will identify priorities with an initial focus on a Welsh Language Awareness Training Package and developing a Level One Welsh Language Training Package which will be aimed at all new recruits and those staff working at the primary public interfaces.

Learning and Development Services have re-organised their Equality and Diversity Training function and have created a dedicated **Equality and Diversity Design and Development Officer** who has lead responsibility for mainstreaming the commitments of the Welsh Language Scheme throughout the entire Learning and Development portfolio.

The **All Wales Police Welsh Language Working Group** has continued to provide an opportunity for South Wales Police to share and develop from good practice across Wales and to progress joint concerns collectively with the four Welsh Police Services together with British Transport Police and the Welsh Language Board meeting on a quarterly basis. This group has positively influenced the implementation of Welsh Language issues in partner organisations that affect policing in Wales – notably Welsh Association of Chief Police Officers (WACPO), the Home Office, the Welsh Assembly Government, Skills for Justice and the National Policing Improvement Agency.

**Supplier Diversity** – and the impact of Welsh language within our procurement processes has seen a focus this year under the lead of the Director of Finance. The soon to be appointed **Head of Procurement** will continue to drive the Welsh Language Scheme Procurement Local Action Plan forward mainstreaming Welsh language issues through the procurement function.

During 2007 / 2008 the Welsh Language Advisor for South Wales Fire and Rescue Service was seconded to South Wales Police to explore collaborative opportunities between the two organisations. One of the outcomes of this initiative was the agreement for funding from both organisations to employ a shared Welsh **Language Translator**. This will enable South Wales Police to meet the commitments set out in the Welsh Language Scheme to ensure that all SWP publications, written material (including websites) produced for use by the general public will be bilingual.

The following Basic Command Units and Departments have prepared their Welsh Language Scheme Local Action Plans together with a Progress Report which has contributed to the preparation of this 2007 / 2008 Annual Report: Human Resources Department, Communities and Partnerships, Specialist Crime and Operational Intelligence Division, Information Communications Technology Department, Criminal Justice Department, Police National Computer (PNC) Bureau, Performance Management, Business Development, Central Services Department, Cardiff Basic Command Unit, Communications Department, Professional Standards Department, Zenith Department, Estates Department, Corporate Communications and Learning & Development Services.

## Compliance with the Welsh Language Scheme

Compliance with the Welsh Language Scheme is reported by demonstrating progress made through the Implementation Plan. This Monitoring Report covers the period 1 April 2007 to 31 March 2008.

Progress is reported and categorised according to the RAG Values system (**red (not on target)** / **amber (on target – but some concern re progress)** / **green – on target / achieving aim**) as follows:

- **Current practice**
- **Performing well**
- **Some progress**
- **No progress** (where no progress is shown, a target for implementation is identified in the column titled “target date”).

There are a number of areas that have been mainstreamed as **current practice** within South Wales Police; however it is acknowledged that there are a number of areas identified as **red / amber**. These areas will be prioritised for implementation / further progression during the next year of the Scheme.

Welsh Language Scheme Implementation Plan: Working Towards A Bilingual Organisation				
	Action	Target Date	Responsibility	Progress 1 April 2007 to 31 March 2008
<b>1</b>	<b><u>Delivering a bilingual service</u></b>			
1a	BCU's and Departments to ensure full compliance with the requirements of this Scheme and ACPO Language Strategy in all its work.	Ongoing	BCU Heads / Departmental Heads; Diversity Champions / Employee Relations and Equality Manager	<b><u>Some Progress</u></b> ○ Basic Command Units / Departments have prepared specific Local Action Plans and have reported their progress with

				the implementation of these Local Action Plans.
1b	Ensure that new and existing policies which are subject to annual review include appropriate clauses which ensure compliance with both Welsh Language Scheme and ACPO Language Strategy. Monitor compliance of policies with Welsh Language Scheme.	Ongoing	Policy Leads / Performance Management, Corporate Review	<p><b>Some Progress</b></p> <ul style="list-style-type: none"> <li>It is <b>current practice</b> for all new, amended and existing policies undertake a cyclical Equality Impact Assessed across the seven diversity strands (age, disability, gender, race, religion &amp; belief, sexual orientation, Welsh language).</li> <li>The Policy Unit will monitor compliance regarding the inclusion of a WLS compliance clause.</li> </ul>
1c	Projects to consider the needs of the Welsh speaking public at development stage of project brief. Appropriate clauses to be incorporated into the project specification to ensure compliance with Welsh Language Scheme. Monitor compliance with Welsh Language Scheme throughout the life of the project.	Ongoing	Policy Leads	<p><b>No Progress</b></p> <ul style="list-style-type: none"> <li>This action will be prioritised for progression through the Internal Confidence and Equality Board in September 2008</li> </ul>
1d	BCU's and Departments to nominate a member of the management team to act as local co-ordinator for Welsh Language matters in order to promote greater use of the Welsh language in their various teams and to complete local monitoring reports.	Ongoing	BCU Heads / Departmental Heads	<p><b>Some Progress</b></p> <ul style="list-style-type: none"> <li>Diversity Champions have been appointed on all BCU's / Departments and are responsible for promoting awareness of the seven diversity strands (age, disability, gender, race, religion &amp; belief, sexual orientation, Welsh language)</li> <li>BCU's / Departments have prepared their Local Action Plans and mainstream them into their SMT Meetings for monitoring purposes.</li> </ul>
1e	Ensure that an up to date copy of the Welsh Language Scheme and new Implementation Guidelines are available to all staff through appropriate channels, including the Force Intranet.	Mar 2007	Employee Relations and Equality Manager / Diversity Champions	<p><b>Current Practice</b></p> <ul style="list-style-type: none"> <li>The Welsh Language Scheme &amp; Implementation Plan is available to all staff the new HR website (intranet).</li> </ul>

1f	Ensure that current lists of Welsh speakers are available for internal use in order to respond to requests for a Welsh Language service.	Ongoing	Employee Relations and Equality Manager / HR Establishment Team	<b>Current Practice</b> <ul style="list-style-type: none"> <li>o A list of Welsh Language Speakers is available on the new HR website (intranet) and is updated quarterly.</li> </ul>
1g	Promote greater use of the Welsh Language in the workplace, as a business language and a language of communication, where practicable, and encourage Welsh speakers to support learners.	Ongoing	Diversity Champions / Employee Relations and Equality Manager/ Learning Development Services	<b>Some Progress</b> <ul style="list-style-type: none"> <li>o Level One Introduction to Welsh CD's have continued to be distributed to new police officer recruits and to staff on request.</li> </ul>
<b>2</b>	<b>Standard of Welsh service</b>			
2a	Ensure equal standard of service in both languages.	Ongoing	BCU Heads / Departmental Heads	<b>Some Progress</b> <ul style="list-style-type: none"> <li>o The standard of service provided to the public is monitored through the Statutory Public Satisfaction Surveys.</li> <li>o Ensuring that Welsh language is mainstreamed into these Surveys is being progressed directly with the Home Office.</li> </ul>
2b	Encourage Welsh speakers to draft documents/letters etc in Welsh first, and, if necessary, send drafts to the Translation Unit to be checked and edited / proof read. A newly appointed Translation will commence part-time work with South Wales Police and part-time with South Wales Police Fire and Rescue Service.	April 2007 & ongoing	Diversity Champions / Employee Relations and Equality Manager/ Welsh Translator	<b>Some Progress</b> <ul style="list-style-type: none"> <li>o The Equality and Diversity Team have marketed the Translation Service this year, by an all user's email and a letter to BCU / Department Heads, with a particular focus on the quality assurance function offered by the Translation Service.</li> </ul>
2c	Encourage Welsh speaking staff, or staff who are learning Welsh, to wear a small badge indicating their ability in the Welsh language to the public.	Ongoing	Diversity Champions / Employee Relations and Equality Manager	<b>Some Progress</b> <ul style="list-style-type: none"> <li>o Dwi'n Dysgu Cymraeg and Dwi'n Siarad Cymraeg badges have been distributed widely across the organisation.</li> </ul>
2d	Include information about the linguistic situation in any area in every Community Beat Manager's and Police Community Support Officer's beat profile. This information to be updated whenever a new officer takes	Dec 08 And	Sector Inspectors / Senior Managers	<b>No Progress</b> <ul style="list-style-type: none"> <li>o This action will be prioritised for progression through the Internal</li> </ul>

	over the Beat. Record of the information to be kept on BCU's.	ongoing		Confidence and Equality Board in September 2008
2f	Encourage other Welsh Forces to share good practice and to work together on projects in the interest of their various Welsh Language Schemes and attend the all Wales Police Welsh Language Group with WLB	Ongoing	ACPO Officers / Employee Relations and Equality Manager	<b>Current Practice</b> <ul style="list-style-type: none"> <li>• Quarterly attendance at All Wales Police Welsh Language Group</li> <li>• Attendance at the Criminal Justice Board Welsh Language Training Group.</li> <li>• Attendance at Welsh Language Board events.</li> </ul>
<b>3</b>	<b>Providing services to the public of South Wales</b>			
3a	Keep a current record of the names of those who have expressed a wish to receive written correspondence through the medium of Welsh.	Jan 2008 And ongoing	BCU / Departmental Business Managers / Employee Relations and Equality Manager	<b>Some Progress</b> <ul style="list-style-type: none"> <li>○ The Professional Standards Unit and the Equality and Diversity Team have established a register of complainants who requested written correspondence in Welsh.</li> </ul>
3b	Ensure that staff contact details on e-mail messages are fully bilingual	Ongoing	BCU / Departmental Business Managers / Diversity Champions / Employee Relations and Equalities Manager	<b>Some Progress</b> <ul style="list-style-type: none"> <li>○ Many staff now have bilingual contact details within their email signature.</li> </ul>
3c	Ensure that all standard details which appear on Force letter heads or messages in electronic format or fax messages used for official correspondence are bilingual.	Ongoing	BCU / Departmental Business Managers	<b>Current practice</b>
3d	Promote to staff on how to make full use of the services of the approved Translation contractor. Make the Welsh Translator, once in post accessible to all staff.	Ongoing	Head of Procurement / Employee Relations and Equality Manager	<b>Current Practice</b> <ul style="list-style-type: none"> <li>• Weekly Order entry circulated October 2007.</li> <li>• All users email circulated October 2007.</li> <li>• Information available on New HR Website - check</li> <li>• Letter sent to all BCU / Departmental Heads October 2007.</li> <li>• Specific promotion undertaken with</li> </ul>

				the Neighbourhood Policing Teams.
<b>4</b>	<b><u>Communication on the phone</u></b>			
4a	Provide guidance and arrange training where necessary for Control Room staff on how to respond appropriately to phone calls, and monitor the standard of the service.	July 2007 Jan 2008 Jan 2009 Jan 2010	Head of Communications	<b>Some Progress</b> <ul style="list-style-type: none"> <li>The Communications Department has encouraged its staff to learn Welsh, specific attention has been given to offering linguistic courtesy and 12 staff have enrolled on the Level One Introduction to Welsh CD Initiative.</li> </ul>
4b	Ensure that staff who respond directly to external phone calls deal with those calls in accordance with the Welsh Language Scheme and any other relevant guidance.  Dip sample service provided annually.	April 2007 Jan 2008 Jan 2009 Jan 2010	BCU Heads / Departmental Heads / Diversity Champions	<b>Some Progress</b> <ul style="list-style-type: none"> <li>Information is available from HR Helpdesk regarding those staff with Welsh speaking ability.</li> </ul>
<b>5</b>	<b><u>Public meetings</u></b>			
5a	Ensure that members of staff responsible for representing SWP at any external meetings or presentations <b>offer</b> the choice of providing the service either in Welsh, in English or bilingually, or facilitate the presence of a representative who can respond in the language of choice of the committee / establishment / group who extended the invitation. WLB posters re designed in Cymraeg.	Jan 2007 Jan 2008 Jan 2009 Jan 2010	BCU Heads / Departmental Heads	<b>Some Progress</b> <ul style="list-style-type: none"> <li>Communities and Partnerships and the Employee Relations and Equality Team have developed a process for offering and facilitating language choice at external meetings</li> </ul>
5b	Open every meeting or conference with a bilingual greeting, drawing attention to the fact that translation services are available and inviting those present to contribute in their language of choice.	Jan 2007 Jan 2008 Jan 2009 Jan 2010	Chair of public meeting / conference	<b>Some Progress</b> <ul style="list-style-type: none"> <li>Communities and Partnerships and the Equality and Diversity Team have developed a process for offering and facilitating language choice at external meetings</li> </ul>
<b>6</b>	<b><u>Other contact with the public</u></b>			
6a	Ensure that staff working at the front desk/reception in stations and custody suites offer and facilitate language choice for the public in a	Ongoing	BCU Head / Departmental Head /	<b>Some Progress</b> <ul style="list-style-type: none"> <li>WLB posters advising the public of</li> </ul>

	proactive way and that staff respond positively to a request for a Welsh service, facilitating the process if they themselves cannot speak Welsh.		Diversity Champions	their rights to a Welsh language service circulated to Custody Suites and Front Desks.
6b	Ensure that custody staff inform individuals verbally that they have the right to be interviewed through the medium of Welsh or English, in accordance with their choice, and that a record is made that language choice was offered and the individual's response. Ensure that this language choice is conveyed to other Criminal Justice partners as part of South Wales Police's responsibility to facilitate language choice within the Criminal Justice Sector.	Ongoing	BCU Heads / Head of Criminal Justice Department	<b>Current Practice</b> <ul style="list-style-type: none"> <li>WLB posters advising the public of their rights to a Welsh language service circulated to Custody Suites and Front Desks.</li> <li>Cardiff BCU ensure individuals processed within the Custody Suites are advised of their Welsh language rights.</li> </ul>
7	<b><u>The public face of South Wales Police</u></b>			
7a	Ensure that all signs and notices are bilingual and that the Welsh version appears either above or to the left of the English version. Ensure that any Welsh text is checked by the approved Translation services.	Ongoing	Head of Estates / Employee Relations and Equality Manager via the Confidence and Equality Board	<b>Current Practice</b> <ul style="list-style-type: none"> <li>All external facing official signs and notices are displayed bilingually. This is monitored via the Confidence and Equality Board.</li> <li>Translations are undertaken through the approved Welsh language translators.</li> </ul>
8	<b><u>Published and written material</u></b>			
	Encourage staff with responsibility for producing items for internal use to make greater use of the Welsh Language as an internal business language and to make the most of any opportunities to include both languages.	Ongoing	BCU Heads / Departmental Heads / Diversity Champions	<b>Some Progress</b> <ul style="list-style-type: none"> <li>Through the Internal Confidence and Equality Board encouragement is made to publish articles in Welsh in The Billboard (internal staff magazine).</li> </ul>
9	<b><u>Press releases</u></b>			
9a	Ensure that a current record is kept of press and media representatives' language of choice and that media liaison officers on division are advised	Ongoing	Assistant Director Corporate	<b>Current Practice</b> <ul style="list-style-type: none"> <li>List of Welsh speaking staff, who</li> </ul>

	accordingly.		Communications	have received Welsh Language Media training is kept by Corporate Communications.
9b	Identify and train confident Welsh speakers to represent the Force in interviews with the Welsh media	Dec 2007 Jan 2008 Jan 2009 Jan 2010	Head of Learning Development Services	<p><b>Some Progress</b></p> <ul style="list-style-type: none"> <li>○ Corporate Communications have proactively engaged with Welsh speaking officers and offered media training to those staff. Some staff have undergone training and a database of these staff is available. This process has proved challenging due to the fact that not all Welsh speaking officers wish to become media spokespersons.</li> <li>○ Further opportunities are being progressed to engage with Welsh speaking officers in a bid to increase interest in this opportunity.</li> </ul>
<b>10</b>	<b><u>Publicity campaigns, public notices and recruitment advertisements</u></b>			
10a	Ensure that any information which appears on the website is bilingual.	Ongoing	Assistant Director Corporate Communications  Head of Neighbourhood Policing Team (Bobby.com)	<p><b>Some Progress</b></p> <ul style="list-style-type: none"> <li>● <a href="http://www.south-wales.police.uk">www.south-wales.police.uk</a> is partly bi-lingual and work is being undertaken during 2008 to develop a fully bilingual website.</li> <li>● New guidelines have this year been designed to regulate (internal and external) visual representation of SWP. Corporate Communications are responsible for the governance of all official SWP material, which involves monitoring bilingual representation.</li> </ul>

				<ul style="list-style-type: none"> <li>• <a href="http://www.ourbobby.com">www.ourbobby.com</a> has been designed and developed this year in a bilingual format. An action plan has been developed in partnership with the Welsh Language Board to ensure the website is fully bilingual in 2008</li> </ul>
10b	Encourage staff who are responsible for preparing publicity campaigns to plan bilingually and consider the need to show linguistic and cultural sensitivity in the design.	Ongoing	BCU Heads / Departmental Heads / Assistant Director Corporate Communications	<p><b>Current Practice</b></p> <ul style="list-style-type: none"> <li>• The Printing Department quality assure the bilingual design of all marketing material produced by SWP.</li> <li>• New guidelines have this year been designed to regulate (internal and external) visual representation of SWP. Corporate Communications are responsible for the governance of all official SWP material, which involves monitoring bilingual representation.</li> </ul>
10c	Ensure that any body or group which joins in partnership with South Wales Police complies with the Welsh Language Scheme.	Jan 2007 Jan 2008 Jan 2009 Jan 2010	BCU Heads / Departmental Heads / Head of Procurement / Force Sponsorship Officer	<p><b>Some Progress</b></p> <ul style="list-style-type: none"> <li>○ The Procurement Department have this year developed an Action Plan to mainstream equality and diversity (including Welsh language) through the Procurement Process.</li> </ul>
<b>11</b>	<b><u>Implementation of the Scheme</u></b>			
11a	Develop a Bilingual Skills Strategy for new and existing staff which includes planning and providing appropriate language training to fill the gaps in the language skills of our staff performing relevant roles that require Welsh language ability.  Undertake targeted advertising to recruit more.	Sept 2008  Monitor ongoing progress and review priorities	Head of Learning and Development Services	<p><b>Some Progress</b></p> <ul style="list-style-type: none"> <li>• A Welsh Language Trainer post is now established (Feb 2008) and the trainer commences duties on 2 June 2008 – initial task will be to develop a Bilingual Skills Strategy for SWP by September 2008.</li> <li>• Welsh Awareness Session</li> </ul>

		annually.		<p>developed for the Common Induction Module – delivered to all new staff.</p> <ul style="list-style-type: none"> <li>• New police officer recruits also receive “basic conversational Welsh” sessions as part of their initial induction. This is currently on hold and will be reviewed by the newly appointed Welsh Language Trainer.</li> <li>• Assisted Private Study Funding offered to staff – support for financial assistance for Welsh language courses is specifically mentioned in the promotion of this policy</li> <li>• May 2007 Adult Learners Week – 18 Welsh Language Taster Sessions were delivered to staff across the organisation (in partnership with the University of Glamorgan)</li> <li>• An Equality and Diversity Design &amp; Development Officer was appointed (January 2008) who has responsibility for mainstreaming the Welsh Language Scheme into the Learning and Development portfolio.</li> </ul>
11b	Target the recruitment of Welsh speaking staff or learners who possess the other appropriate skills needed to undertake the duties of the post.	Ongoing	Director of HR / HR Business Partners / HR Resourcing Manager / Employee Relations and Equality Manager	<p><b><u>Some Progress</u></b></p> <ul style="list-style-type: none"> <li>• Specific guidance has been developed by the Home Office regarding the use of a Genuine Occupational Qualification relating to language, which can be utilised in Wales to fast track the recruitment of recruits with Welsh language skills. This is being</li> </ul>

				considered by South Wales Police.
11c	Ensure appropriate investment in campaigns to recruit more Welsh speakers and Welsh learners and that sufficient staffing resources are available to achieve our aims.	Ongoing	Director of HR / HR Business Partners / HR Resourcing Manager / Employee Relations and Equality Manager	<p><b>Some Progress</b></p> <ul style="list-style-type: none"> <li>All job advertisements are bilingual, with the Welsh wording displayed on the left hand side of the advert.</li> <li>Recruitment opportunities were marketed at the August 2007 Eisteddfod in Swansea to the Welsh speaking public.</li> </ul>
11d	Investigate and create opportunities to ensure that any new members of staff have some basic Welsh language skills before joining the organisation and that these skills are developed during the probationary period.	Ongoing	Director of HR / Head of Learning and Development Services / Employee Relations and Equality Manager	<p><b>Some Progress</b></p> <ul style="list-style-type: none"> <li>All Police Officer Recruits, Police Staff and PCSO's receive a Welsh Language Taster Session within the Common Induction Programme.</li> <li>A "basic conversational Welsh session" aimed at Police Officer Recruits has been designed and piloted.</li> <li>The newly appointed Welsh Language Trainer to review the pilot initiative.</li> </ul>
11e	Investigate ways of extending the provision of linguistic awareness and linguistic sensitivity training for staff as part of any training course, especially training courses for posts which entail regular contact with the public.	Ongoing	Head of Learning and Development Services	<p><b>Some Progress</b></p> <ul style="list-style-type: none"> <li>Welsh Language Trainer, E &amp; D Design and Development Officer and E &amp; D Principal Officer attended WLB Welsh Language Awareness Train the Trainer Course during May 2008.</li> <li>Newly appointed Welsh Language Trainer to include Welsh Language Awareness Training in the Welsh Language Skills Strategy.</li> </ul>
11f	Ensure that linguistic considerations are main-streamed into all the Human Resources processes and procedures. Part of this will be to take ownership and strategic oversight of the process of identifying 'Welsh desirable' / 'Welsh essential' / Level of Welsh required for posts in accordance with the process recommended by the Welsh Language Board.	Dec 2008  And ongoing	Head of HR Shared Services / HR Resourcing Manager / Employee Relations and Equalities Manager	<p><b>Some Progress</b></p> <ul style="list-style-type: none"> <li>The HR reorganisation has developed a HR Resourcing Team who are working closely with the Job Evaluation Team to mainstream all linguistic considerations</li> </ul>

11g	Ensure that HR Business Partners / HR Resourcing consider the linguistic needs of posts and locations when determining what staff are appropriate for any particular post	Dec 2008 And ongoing	HR Employee Resourcing / HR Business Partners / Business Managers	<b>Some Progress</b> <ul style="list-style-type: none"> <li>Processes have been developed as part of the HR Reorganisation with responsibility for this being allocated to HR Resourcing and the HR Business Partners.</li> </ul>
11h	Ensure that Welsh language training is afforded the same status as any other type of training, and that staff training needs identification processes are utilised to their full potential in choosing and supporting staff for developing or confirming their Welsh Language skills in accordance with the needs of the organisation.	Dec 2008 And ongoing	Head of Learning and Development Services	<b>Some Progress</b> <ul style="list-style-type: none"> <li>A Welsh Language Trainer appointed 2 June 2008 who will develop Welsh Language Training Strategy.</li> <li>The Performance Development Review Process enables managers / staff to identify Welsh language development needs that relate specifically to the requirements of the role.</li> </ul>
11i	Encourage all non Welsh speaking staff who have contact with the public to develop a basic ability in the Welsh language in order to strengthen our ability to show linguistic courtesy.	Dec 2008 And ongoing	BCU Heads / Heads of Departments/ HR Resourcing Manager / Employee Relations and Equality Manager	<b>Some Progress</b> <ul style="list-style-type: none"> <li>Introduction to Welsh CD's (Level 1) have continued to be offered to staff.</li> <li>May 2007 Adult Learners Week - Welsh Language Taster sessions were delivered to 126 staff, 100 of these staff have enrolled in further Welsh Language Lessons.</li> </ul>
11j	Offer language choice to applicants for posts and make appropriate provision for them in selection processes.	Dec 2008 And ongoing	Director of HR / Head of HR Resourcing / Business Managers / HR Business Partners.	<b>Some Progress</b> <ul style="list-style-type: none"> <li>Police Officer application form is available in a bilingual format.</li> <li>Police staff application form is currently available in English only.</li> </ul>
11k	Work towards providing language choice to the public who attend assessment centres for selection as police officers.	Dec 2008 And ongoing	Employee Resourcing Manager	<b>Some Progress</b> <ul style="list-style-type: none"> <li>Progressed nationally with the National Policing Improvement Agency via the All Wales Police Welsh Language Meeting</li> </ul>
11l	Review the need and demand for the provision of initial training through the medium of Welsh to new police officer recruits.	Dec 2008	Head of Learning and Development Services	<b>Some Progress</b> <ul style="list-style-type: none"> <li>The newly appointed Welsh</li> </ul>

		And ongoing	/ Employee Relations and Equality Manager	Language Trainer to incorporate this action into the Welsh Language Skills Strategy. <ul style="list-style-type: none"> <li>NPIA have attended the All Wales Police Working Group and have prepared a Welsh Language Scheme</li> </ul>
11m	Continue to ask National Policing Improvement Agency (NPIA) (Police Forces Examining Body) and the Home Office to provide staff selection procedures and promotion examinations through the medium of Welsh as well as English.	Ongoing	Employee Resourcing Manager / Employee Relations and Equality Manager	<b>Some Progress</b> <ul style="list-style-type: none"> <li>NPIA have attended the All Wales Police Working Group and have prepared a Welsh Language Scheme incorporating this commitment.</li> </ul>
11n	Ensure that messages and exercises about the responsibility and the need to offer language choice are given full consideration in the planning and evaluation process in respect of any training courses which refer to delivering services to the public in order to ensure customer satisfaction and compliance with the legislation.	Jan 2008 And ongoing	Head of Learning and Development Services	<b>Some Progress</b> <ul style="list-style-type: none"> <li>Welsh Language Trainer appointed 2 June 2008 who will incorporate this action into the Welsh Language Skills Strategy.</li> </ul>
12	<b><u>Administrative arrangements</u></b>			
12a	Ensure that any plans for developing projects / policies presented to Chief Officers and / or the Authority for approval state that the scheme / policy complies with the Welsh Language Scheme.	Jan 2007 Jan 2008 Jan 2009 Jan 2010	Business Development / Policy / Project Leads	<b>No Progress</b> <ul style="list-style-type: none"> <li>This action will be prioritised for progression through the Internal Confidence and Equality Board in September 2008</li> </ul>
12b	Include a session on Welsh language awareness and sensitivity as part of any new chief officer/Police Authority member's Police/Authority induction course.	Jan 2007 Jan 2008 Jan 2009 Jan 2010	Police Authority / ACPO / Assistant Director, Learning and Development Services	<b>Some Progress</b> <ul style="list-style-type: none"> <li>A Welsh Language Trainer has been appointed and this action is to be considered in the preparation of the Welsh Language Skills Strategy.</li> </ul>
13	<b><u>Information booklet</u></b>			
13a	Provide advice and guidance to staff on their responsibilities under the revised Welsh Language Scheme	Jan 2007 and ongoing	Employee Relations and Equality Manager	<b>Current Practice</b> <ul style="list-style-type: none"> <li>A Summary is available to staff setting out their statutory</li> </ul>

				responsibilities of the Schemes including the Welsh Language Scheme – starter pack
14	<b><u>Services provided on behalf of South Wales Police by other parties</u></b>			
	Officers to co-ordinate any joint projects with other agencies / bodies, ie Camera Safety Partnership, 101, etc, in order to ensure that projects comply with our Welsh Language Scheme.	Jan 2007 Jan 2008 Jan 2009 Jan 2010	Project Leads / Procurement Manager / Force Sponsorship Officer	<b>Some Progress</b> <ul style="list-style-type: none"> <li>o The Procurement Department have this year developed an Action Plan to mainstream equality and diversity (including Welsh language) through the Procurement Process.</li> </ul>
<b><u>Monitoring the implementation of the scheme</u></b>				
15	<b><u>Policies and Procedures</u></b>			
15a	Ensure that any new policies and policies which are subject to annual review state that they comply with the Welsh Language Scheme and that a form is filled in for this purpose as part of the endorsement process.	Ongoing	Head of Professional Standards / Policy Leads / Employee Relations and Equality Manager	<b>Current Practice</b> <ul style="list-style-type: none"> <li>• All new policies are Equality Impact Assessed against the 7 strands of diversity including Welsh language, and all policies are annually Equality Impact Assessed.</li> </ul>
16	<b><u>Service Provision</u></b>			
16a	Prepare quarterly reports to the Internal and External Confidence and Equality Task Group(s) on how BCU / Dept activities comply with the Welsh Language Scheme.	Quarterly	BCU Heads / Departmental Heads	<b>Current Practice</b> <ul style="list-style-type: none"> <li>• Quarterly updates are currently provided via the Equality and Diversity Team and then to the Confidence and Equality Board and the Confidence and Equality (Internal) &amp; (External) Task Groups</li> </ul>

				as they relate to the WLS.
16b	Monitor BCU's / Departments' compliance with the Welsh Language Scheme on a daily basis and review progress in respect of Scheme regularly.	Quarterly	Internal and External Confidence and Equality Task Group(s)	<p><b>Current Practice</b></p> <ul style="list-style-type: none"> <li>Monitoring takes place via the Equality and Diversity Team to contribute to the Annual WLS Report</li> </ul>
16c	Develop processes to ensure procedures and operations comply with the Welsh Language Scheme, to include nominating a member of management team to act as Welsh Language Champion for Welsh Language Scheme. This person to be responsible for completing and returning monitoring reports to Internal / External Confidence and Equality Task Group	Ongoing	BCU Heads / Departmental Heads	<p><b>Current Practice</b></p> <ul style="list-style-type: none"> <li>All BCU's and Departments have a member of the senior management team nominated as a Diversity Champion, their responsibilities include the Welsh Language Scheme</li> </ul>
16d	Ensure that any research into public satisfaction with the service provided by the police includes reference to whether they receive a Welsh Language service.	March 2009  And ongoing	Business Development and Police Authority	<p><b>No Progress</b></p> <ul style="list-style-type: none"> <li>When members of the public request to undertake their survey through the medium of Welsh this is facilitated.</li> <li>Public Satisfaction Surveys are provided by the Home Office and do not currently make provision for assessing satisfaction of services provided through the medium of Welsh.</li> <li>Discussions are to be progressed directly with the Home Office to ensure Welsh language is mainstreamed through the Statutory Public Satisfaction Surveys for the Welsh police services.</li> <li>There are processes in place to ensure all public satisfaction surveys can be facilitated through the medium of Welsh.</li> <li>Performance Management Department are in the process of developing its non statutory surveys, the WLS is to be built into</li> </ul>

				<p>these future processes.</p> <ul style="list-style-type: none"> <li>This action will be prioritised for progression through the Internal Confidence and Equality Board in September 2008</li> </ul>
17	<b><u>Dealing with Welsh-speaking Members of the Public</u></b>			
17a	Mainstream Welsh language and language choice considerations in both official languages into all the South Wales Police systems and quality assurance processes.	Ongoing	BCU Heads / Departmental Heads/ Head of Business Development / Employee Relations and Equality Manager	<p><b>Some Progress</b></p> <ul style="list-style-type: none"> <li>The Equality and Diversity Team progress this matter strategically and work locally with BCU / Departmental Heads and their Diversity Champions who have developed Local WLS Action Plans to enable mainstreaming.</li> </ul>
18	<b><u>Staffing</u></b>			
18a	Monitor BCU / Departmental / HR Business Partners compliance with the objectives of the Welsh Language Scheme and prepare and provide appropriate reports on the staffing situation at the request of the Internal Confidence and Equality Task Group	Quarterly	Employee Relations and Equality Manager	<p><b>Some Progress</b></p> <ul style="list-style-type: none"> <li>BCU's / Departments have developed their WLS Local Action Plans and submit progress reports to the Equality and Diversity Team which is then reported to the Confidence and Equality Board</li> </ul>
19	<b><u>Time-table</u></b>			
19a	Include achievement of Welsh Language Scheme targets as part of corporate targets and refer to developments and achievements in respect of the Welsh Language Scheme in the Annual Report and public performance summaries.	Jan 2007 Jan 2008 Jan 2009 Jan 2010	Business Development / Police Authority / ACPO	<p><b>No Progress</b></p> <ul style="list-style-type: none"> <li>A statement summarising our commitments as they relate to the Welsh Language Scheme has been included in the SWP Annual Report.</li> </ul>

				<ul style="list-style-type: none"> <li>o This action will be prioritised for progression through the Internal Confidence and Equality Board in September 2008</li> </ul>
20	<b><u>Agents and Contractors</u></b>			
20a	Ensure that any services purchased / managed by external agencies and contractors comply with the Welsh Language Scheme.	Jan 2008  And ongoing	Head of Procurement	<b>Some Progress</b> <ul style="list-style-type: none"> <li>• The Procurement Department have developed a Supplier Diversity Action Plan and other supporting processes to ensure compliance with the WLS.</li> <li>• The Director of Finance has identified Supplier Diversity as a priority in his Work Plan.</li> <li>• A Procurement Manager post has been established to strategically manage this work – a member of staff is currently acting up in this post and the new manager is shortly to be appointed.</li> </ul>
21	<b><u>Comments and complaints about the Welsh Language Scheme</u></b>			
21a	Ensure that information about the standards of service and complaints procedure/process for making representations is available to the public.	Ongoing	Head of Professional Standards Department	<b>Current Practice</b> <ul style="list-style-type: none"> <li>• Guidance regarding our complaints processes are set out on the SWP website.</li> <li>• How to make Comments and Complaints with regard to the Scheme is detailed on Page 31 of the Welsh Language Scheme.</li> </ul>
21b	Ensure that any comments / complaints from the public regarding the standard of the Welsh service are brought to the attention of the Head of Equality and Diversity Team	Ongoing	Head of Professional Standards Department	<b>Current Practice</b> <ul style="list-style-type: none"> <li>• A number of complaints have been forwarded to the Equality &amp;</li> </ul>

				Diversity Team who have addressed these complaints.
22	<b><u>Publicity for Welsh Language Scheme and the availability of bilingual services</u></b>			
22a	Ensure that information about the Welsh Language Scheme can be viewed on the Internet site and arrange appropriate campaigns to raise awareness about this provision.	Jan 2007 Jan 2008 Jan 2009 Jan 2010	Assistant Director Corporate Communications / Employee Relations and Equality Manager	<b><u>Current Practice</u></b> <ul style="list-style-type: none"> <li>Welsh Language Scheme is available on <a href="http://www.south-wales.police.uk">www.south-wales.police.uk</a></li> </ul>
22b	Ensure that information about the revised Welsh Language Scheme as well as advice and guidance is available to staff on the Intranet and in other appropriate forms.	Jan 2007 Jan 2008 Jan 2009 Jan 2010	Assistant Director Corporate Communications / Employee Relations and Equality Manager	<b><u>Current Practice</u></b> <ul style="list-style-type: none"> <li>Welsh Language Scheme is available on the front page of Intranet (FIS) and on the new HR Website.</li> </ul>
22c	Display signs in public areas such as front counters in Police Stations, in reception area of buildings and custody suites advising that a bilingual service is available	January 2007 and continuous	BCU Heads and Departmental Heads / Diversity Champions	<b><u>Some Progress</u></b> <ul style="list-style-type: none"> <li>WLB posters advising on rights re Welsh Language have been circulated to BCU's for posting in reception areas and Custody Suites.</li> </ul>
23	<b><u>Reporting</u></b>			
23a	Prepare monitoring reports on the Welsh Language Scheme for the organisation and the Welsh Language Board.	Annually	Employee Relations and Equality Manager	<b><u>Current Practice</u></b> <ul style="list-style-type: none"> <li>2006 / 2007 WLS Annual Report published and submitted to WLB – 31.08.08.</li> <li>2007 / 2008 WLS Annual Report published and submitted to WLB – insert date</li> </ul>

**1g: Welsh Language Board Feedback on 2006 / 2007 Annual Monitoring Report**

*It would be useful to note within this year's report how much of 'The Billboard' is now published bilingually, as means of encouraging more use of Welsh in the workplace and providing staff an opportunity to practice their Welsh skills.*

**Implementation:** *Billboard is currently being refreshed and future editions will feature a regular Welsh language article or section as appropriate.*

**Responsibility:** *Assistant Director, Media and Marketing*

**Target:** *Immediate implementation and monitor quarterly*

#### **8: Welsh Language Board Feedback on 2006 / 2007 Annual Monitoring Report**

*Has the force considered the use of Welsh on its intranet site(s)? Examples of good practice from other forces include completely bilingual intranet sites and parts of intranet sites specifically dedicated to Welsh language issues (e.g lists of Welsh language training courses available, training resources, Welsh language scheme summary / guidelines etc)*

**Implementation:** *All web content is scheduled to be formally reviewed July / August 2008 – with the aim of refreshing the look, feel and content of the site. A front page is to be developed asking viewers if they wish to view the site in Welsh or English is to be included.*

**Responsibility:** *Assistant Director of ICT, Head of, Community Policing and Reassurance Unit*

**Target:** *Immediate consideration for implementation and monitor quarterly*

**10a: Welsh Language Board Feedback on 2006 / 2007 Annual Monitoring Report**

*It is noted that the force's website is only partially bilingual. We recommend an action plan should be developed including specific targets for development of a fully bilingual website. The Board can advise on relevant targets to include within such a plan*

**Implementation:** An action plan has been developed to weed out of date information and to ensure bilingualism of information. It is also planned to purchase a new content management system to enable a more stringent process for publishing bilingual information – which will be made obligatory to publish bilingual information, providing automatic prompts. Due to the urgent nature of many news stories, SWP are not yet able to provide these in a bilingual format, however consideration is being given to purchase software to assist with this providing a memory bank of previously translated news copy, requiring only the supervision of a gatekeeper to ensure accuracy. [www.ourbobby.com](http://www.ourbobby.com) is almost fully bilingual and Corporate Communications are currently working with a consultant on how best to ensure translation of monthly PACT Meeting priorities. Ongoing scanning of [www.ourbobby.com](http://www.ourbobby.com) to ensure consistency with translation quality. This has now been achieved.

**Responsibility:** Assistant Director, Media and Marketing

**Target:** March 2009

**11a: Welsh Language Board Feedback on 2006 / 2007 Annual Monitoring Report**

The Board will soon publish a Welsh language skills guidance offering good practice in recruiting and training Welsh speakers. The guidance will be sent to you in due course. We recommend use of the guidance in preparing the force's Bilingual Skills Strategy. We can also provide examples of strategies produced by other public organisations

***Implementation:*** A Welsh Language Trainer post has been established and takes up their appointment on 2 June 2008. The preparation of the Welsh Language Skills Strategy will be a priority for the post holder. The WLB Welsh Language Skills Guidance will be utilised fully in the preparation of this document.

***Responsibility*** – Assistant Director, Learning and Development Services  
***Target*** – September 2008

### **11c: Welsh Language Board Feedback on 2006 / 2007 Annual Monitoring Report**

*In order to assess the sufficiency of staffing resources available to achieve the aims of your scheme, an audit of the Welsh language skills requirements of all posts should be conducted. We recommend that such an audit is planned as part of the Bilingual Skills Strategy.*

**Implementation:** A data cleanse has been undertaken to capture employment monitoring data including Welsh Language Ability according to the Welsh Language Competency Framework – Level 1 to 5. This information will be held on the HR RMS (Cyborg) and will enable HR to identify the Welsh language ability of all members of staff. Data is included in this Monitoring Report of the percentages of Welsh speaking people within each Basic Command Unit (based on 2001 Census). BCU / Departmental Resource Management Boards will use this information to prioritise the public facing roles and allocate Welsh speaking resources accordingly ensuring a minimum of Level 1 Welsh Language ability to work towards offering guaranteed language choice to the public of South Wales. When a new post is created, managers are asked to consider the Welsh language requirement of this post (a form has been amended to include this provision. For current posts - an organisation-wide Job Evaluation exercise is being undertaken which will include a review of the Welsh language requirements. The HR reorganisation has provided an opportunity to centrally manage through the HR Employee Resourcing Manager all police officer and police staff posts. The Welsh Language Skills Strategy will incorporate this work and has been prepared.

**Responsibility:** *Assistant Director, Learning and Development Services / Employee Relations and Equality Manager*

**Target:** *Ongoing and monitor annually*

**11d/e: Welsh Language Board Feedback on 2006 / 2007 Annual Monitoring Report**

*We welcome the commitment to provide all new recruits with basic Welsh language skills and sensitivity training.*

**Implementation:** *A “basic conversational Welsh” session has been piloted within the Initial Police Learning and Development Programme for all new police officer recruits. The session is currently under review by the newly appointed Welsh Language Trainer due to the development of the Welsh Language Skills Strategy*

**Responsibility:** *Assistant Director, Learning and Development Services*

**Target:** *Ongoing and monitor annually*

**11i: Welsh Language Board Feedback on 2006 / 2007 Annual Monitoring Report**

*Clearly the force has invested significantly in improving the Welsh language skills capacity of its workforce. We look forward to receiving data on the numbers of staff and officers able to communicate through the medium of Welsh, in line with the performance indicators adopted. Hopefully this data will show an increasing capacity to deliver services bilingually as the investment in training takes effect.*

**Implementation:** *Refer to Performance Indicators and Appendices for this data.*

**Responsibility:** *Employee Relations and Equality Manager*

**Target:**

**16d: Welsh Language Board Feedback on 2006 / 2007 Annual Monitoring Report**

*Please include within future reports the results of public satisfaction surveys, specifically results regarding services provided in Welsh.*

**Implementation:** Public Satisfaction Surveys are provided by the Home Office and do not currently make provision for assessing satisfaction of services provided through the medium of Welsh. Discussions are to be progressed directly with the Home Office to ensure Welsh language is mainstreamed through the Statutory Public Satisfaction Surveys for the Welsh police services. When requests for surveys through the medium of Welsh are requested – these are facilitated. SWP are in the process of developing its non statutory surveys, the WLS is to be built into these future processes.

**Responsibility:** Assistant Director, Business Development / Police Authority

**Target:** ongoing and monitor annually

## The quality of front line Welsh language services

### General update of language skills at the primary public interfaces

The Human Resources Department has this year undertaken an employment monitoring information “Data Cleanse” exercise across the organisation. All employees were requested to identify their Welsh Language Ability, according to the Welsh Language Competency Framework Level 1 to 5. This information is in the process of being input onto the Human Resources Record Management System and will be completed by September 2008, thus enabling an accurate picture of the Welsh Language Ability across the organisation.

South Wales Police currently employs a total of 5,648 staff, of that number 709 or **13% of all staff** have confirmed they have some level of **Welsh language ability**.

This data will be considered during the development of the Welsh Language Skills Strategy and associated Training Needs Analysis to enable South Wales Police to improve service provision to the public in the language (Welsh / English) of their choice, working towards guaranteed language choice at the primary public interfaces - Control Rooms, Custody Suites and Public Reception Areas / Counters.

### Communications Department

Performance Indicator 4 (a) – % of Control Room staff who are bilingual (Level 4 and above) in order to guarantee language choice

<b>Control Room Staff</b>			
	Grand Total	Total Staff in W Communications	<b>% that are Welsh Speaking</b>
W Communications	16	310	5.16%

In April 2007, the Communications Department, Police Officer strength (including Senior Management) consisted of 64 officers. There are were a further 310 police staff, with 16 or 5.16% staff members who can speak Welsh, ranging from Level 1 – basic to Level 5 – fluent, who are available to provide language choice to members of the public when they contact the police through the Area Control Rooms.

South Wales Police has several methods for members of the public to contact us:

- 999
- Local telephone numbers for the three Control Rooms / Switchboards in Bridgend, Swansea and Cardiff
- The single non emergency number – 101
- Email and website

Consideration has been given to mainstreaming the Welsh language into the greeting that switchboard operators answer the phone with – which is “**Heddlu de Cymru South Wales Police**” demonstrating the commitment to SWP to work towards providing genuine language choice at the primary public interfaces.

During September 2007, Communications Department held a Controllers Recruitment Process – with positive action undertaken to encourage applications from people with bilingual skills. 41 applications were received with 23 candidates being successful at the paper sift stage, 7 candidates with Welsh language ability were recommended to be considered for the bilingual posts and 16 candidates with no Welsh language ability were also considered suitable. Following the final stage of interview 7 candidates were successful and 2 of these have Welsh language ability.

The Communications Department actively encourages staff to learn and gain basis level 1 Welsh language skills, with 12 staff volunteering for the Level One Introduction to Welsh CD initiative - and are further encouraged to utilise their Welsh language skills within the workplace. These staff wear their Dwi'n siarad Cymraeg badges in the workplace.

### **Custody Services Department**

Performance Indicator 4 (b) % of Custody Office Staff who are bilingual (Level 4 and above) in order to guarantee language choice

The Custody Services Department has recently undertaken a Welsh Language Audit of their 66 Custody Sergeants regarding their Welsh Language Ability, 28 replies were received, identifying that 11% of Custody Sergeants have some Welsh language ability as follows:

- No Welsh language ability – 21
- Level One – 3
- Level Two – 1

- Level Three – 3
- Level 4 – 0
- Level 5 – 0

The Central Ticket Office, where the staff have front line communication with the members of the public, by telephone, have recently undertaken a Welsh Language Audit, where the following Welsh Language Ability was confirmed:

- Level One – 1
- Level Two – 1
- Level Three – 1
- Level 4 – 1
- Level 5 – 1

A number of activities have been undertaken during 2007 / 2008 and are ongoing. Within the **Safety Camera Unit** all telephone calls are answered by a member of staff who is bilingual, enabling callers to be able to choose to communicate through the medium of Welsh. The **Safety Camera Partnership website** is bilingual. All relevant documentation is bilingual and is regular review to ensure that the information is fit for purpose.

With regards to writing to members of the public, where members of the public have not been able to express their language choice, then the first documentation will be bilingual.

Within **Custody Services**, the PACE (Police and Criminal Evidence Act) caution is now available in Welsh across Wales. Our computerised incident and crime management system (NICHE RMS) has the ability to generate all charge documentation in Welsh and English. Rights and notices of entitlements under the Police and Criminal Evidence Act (PACE) are available in Welsh and English.

## Public Reception Areas / Counters

Performance Indicator Five (a) - % of personnel at Welsh Language Ability Level 3 or above at staffed police station counters

Station Enquiry Clerks				
	Total	No with Welsh Language Ability	% that are Welsh Speaking	% of Community who are Welsh Speaking (2001 Census)
Merthyr Rhondda Cynon Taff	29	4	13.79%	12%
Cardiff	37	1	2.70%	11%
Vale of Glamorgan	8	1	12.50%	11%
Bridgend	12	0	0%	11%
Neath Port Talbot	12	2	16.67%	18%
Swansea	16	0	0%	13%
<b>Total</b>	<b>114</b>	<b>8</b>	<b>7.02%</b>	<b>12%</b>

## General update of complaints received relating to the quality of front line Welsh language services

The Professional Standards Unit has the responsibility for receiving complaints regarding compliance with the Welsh Language Scheme. All complaints received by Professional Standards in relation to the Welsh Language Scheme are logged and then forwarded to the Employee Relations and Equality Manager to deal with. Only one formal complaint has been received and addressed this year. A brief summary is provided, together with the improvement actions taken as a result of the complaint.:

A complaint was received regarding Information circulated within the community in English only from a Neighbourhood Policing Team Information regarding PACT (Police and Community Together Meetings). The following improvement actions were taken:

- The requirement to provide information to the public in a bilingual format was marketed to all staff, with particular focus on the Neighbourhood Policing Teams.
- Information circulated to BCU / Departmental Heads providing information regarding the approved Welsh Translation Services
- All users email circulated providing information regarding the approved Welsh Translation Services

- Writing to the complainant in Welsh, providing an update of the action taken to address the issues highlighted in the complaint.

### **General Update regarding Hate Crime / Hate Incidents reported to South Wales Police**

An incident where a member of the public was abused on his door step by a member of the public because they were speaking to a neighbour in Welsh.

- The incident was formally recorded as a Hate Incident (see below information regarding hate crime / incidents)
- The victim was contacted to identify any appropriate support that could be offered by SWP or other agencies.

The Office for Criminal Justice Reform has identified five areas where it is appropriate to record an incident under the category of Hate Crime or Hate Incident.

A **Hate Incident** is defined as: any hate incident, which may or may not constitute a criminal offence, which is perceived by the victim or any other person, as being motivated by prejudice or hate.

A **Hate Crime** is defined as: any hate incident, which constitutes a criminal offence, perceived by the victim or any other person, as being motivated by prejudice or hate.

All hate crimes are hate incidents. However some hate incidents may not constitute a criminal offence.

Since 2008 South Wales Police recognises and formally records hate incidents perpetrated against a person because they are or are perceived to be Welsh speaking.

Identifying such incidents enables:

- An opportunity for victims to be provided with support at an early stage;
- An early indication of tensions; and
- A means to gather intelligence.

## **2: Welsh Language Board Feedback on 2006 / 2007 Annual Monitoring Report**

*We look forward to receiving data in line with performance indicators 4(a), 4(b), 5(a), 5(b) and 11(a) within this section of this year's monitoring report, along with an analysis of data provided.*

**Implementation:** See data set out above relating to Control Room Staff, Custody Suite Staff and Station Enquiry Clerk Staff

**Responsibility:** Employee Relations and Equality Manager / Superintendent, Communications Division / Assistant Director, Criminal Justice, BCU Business Managers

**Target:** ongoing and monitor annually

## **2: Welsh Language Board Feedback on 2006 / 2007 Annual Monitoring Report**

*The report notes the themes of complaints received during 2006/07. Please explain within this year's report what improvements actions, if any, were taken as a result of receiving these complaints, as well as any received during the current reporting period (as required under performance indicator 12).*

**Implementation:** this feedback has been considered in the update provided above.

**Responsibility:** Chief Superintendent, Professional Standards Department / Employee Relations and Equality Manager / Inspector, Minorities Support Unit

**Target:** ongoing and monitor annually

# **Management and Administration of the Welsh Language Scheme**

## **General Update**

The overall responsibility for the Welsh Language Scheme is ultimately with the Chief Constable of South Wales Police Miss Barbara Wilding, however the Director, Human Resources takes the lead on the management and administration of the Scheme via the newly appointed Employee Relations and Equality Manager who has strategic responsibility for the implementation, compliance and quality assurance of the Scheme.

The corporate governance of the Welsh Language Scheme was previously managed through the Welsh Language Steering Group, which is chaired by the Director, Human Resources and meets quarterly. During September 2007, the Director, Human Resources proposed that business of the Welsh Language Steering Group be incorporated fully into the Confidence and Equality Task Group, an enable an inclusive approach to Welsh language - this proposal was agreed at the meeting.

Therefore, corporate governance of the Welsh Language Scheme is now managed through the Confidence and Equality (Internal) Task Group, which is chaired by the Director, Human Resources. This Group then reports quarterly to the Confidence and Equality Board, chaired by the Chief Constable.

The All Wales Police Welsh Language Group meets quarterly with the Welsh Language Board where progress is also reported on. Good practice initiatives are shared across the 4 Welsh police services together with British Transport Police.

Within the Equality and Diversity Team there is a nominated lead, a Principal Equality and Diversity Officer who is responsible for day to day strategic management of the Welsh Language Scheme.

Diversity Champions have been appointed within all Basic Command Units and Departments. They are a member of the senior management team and have the responsibility for promoting the Welsh Language Scheme, together with the day to day implementation and monitoring of the Scheme on a local level.

### **3: Welsh Language Board Feedback on 2006 / 2007 Annual Monitoring Report**

Implementation of the action plan prepared following the risk assessment conducted last year should lead to significant improvement in terms of the force's capacity to deliver services bilingually. We welcome the intention to take full advantage of the Board's risk assessment process.

**Implementation:** Refer to Page 36 for a progress report of the 2007 Risk Assessment Action Plan.

**Responsibility:** Employee Relations and Equality Manager / Director of Human Resources

**Target:** ongoing and monitor annually

### **Welsh Language Board Feedback on 2006 / 2007 Annual Monitoring Report**

*Data collected in line with performance indicators 3 (a),(b) and (c) should be included and analysed within this section of this year's monitoring report.*

**Implementation:** Refer to "Analysis and performance by priority and target" section

**Responsibility:** 3(a) – Head, Procurement Department / 3(b) & 3(c) – Chief Superintendent, Communities and Partnerships

**Target:** ongoing and monitor annually

## WLB Risk Assessment 2007 – Improvement Measures Plan

During the period of this Annual Monitoring Report (June 2007), the Welsh Language Board undertook their Annual Risk Assessment. This Risk Assessment considered:

- 1. How does the organisation record information about the officers / staff it employs who have Welsh language skills?**
- 2. How does the organisation know that its' bilingual staff are located in the correct places to enable it to provide a satisfactory and complete Welsh language service in accordance with its Welsh Language Scheme?**

The recommendations of this Risk Assessment are (in the main) the responsibility of the Human Resources Department. As referred to in the introduction of this Annual Monitoring Report, the HR Department has this last year been subject to reorganisation, which the following outcomes:

- The establishment and appointment of an Employee Relations and Equalities Manager;
- The establishment of a central HR Helpdesk function;
- The development of a HR website;
- The development of HR Business Partners;
- Bringing all police officer and police staff recruitment into the HR Resourcing Team
- The development of the HR Shared Services function

Progress against the Risk Assessment is reported according to the following categories with RAG (Red / Amber / Green) values applied to the actions:

- Current practice
- Performing well
- Some progress
- No progress

Where no progress has been reported the target for implementation and showing progress has been identified in the column titled “target date”.

<u>Recommendation</u>	<u>Improvement Measures</u>
<p><b><u>3.2</u></b></p> <ul style="list-style-type: none"> <li>• The skills requirements of posts are assessed when a new post is created or when a post becomes vacant.</li> <li>• A comprehensive review of the Welsh language skill requirements of current posts should be conducted over time using the force’s Welsh language ability questionnaire, prioritising those posts which are public facing.</li> <li>• Priority should be given to posts which involve significant public interaction, in accordance with the aims of the WACPO Welsh Language Strategy adopted by the force.</li> </ul>	<p><b><u>Some Progress</u></b></p> <ul style="list-style-type: none"> <li>• A data cleanse has been undertaken to capture employment monitoring data including Welsh Language according to the Welsh Language Competency Framework – Level 1 to 5. This information will be held on the HR RMS (Cyborg) and will enable HR to identify the Welsh language ability of all members of staff.</li> <li>• Data has been made available via our Performance Management Department of the percentages of Welsh speaking people within each Basic Command Unit.</li> <li>• BCU / Departmental Resource Management Boards will use this information to prioritise the public facing roles and allocate Welsh speaking resources accordingly ensuring a minimum of Level 1 Welsh Language ability to work towards offering guaranteed language choice to the public of South Wales.</li> </ul>

	<ul style="list-style-type: none"> <li>• When a new post is created, managers are asked to consider the Welsh language requirement of this post (a form has been amended to include this provision).</li> <li>• For current posts – an organisation-wide Job Evaluation exercise is being undertaken which will include a review of the Welsh language requirements.</li> <li>• The HR reorganisation has provided an opportunity to centrally manage through the HR Resourcing Manager all police officer and police staff posts.</li> </ul> <p><b>Responsibility:</b> Employee Resourcing Manager / HR Business Partners / Employee Relations and Equalities Manager</p> <p><b>Timescale:</b> Ongoing and monitor annually</p>
<p><b><u>3.2</u></b></p> <ul style="list-style-type: none"> <li>• Human Resources Records Management System (HR RMS) should be developed in order that Welsh language skills of staff can be recorded in accordance with the Welsh language competency framework adopted.</li> <li>• The system should be able to compare the language requirements of posts with the language skills possessed by post holders, in order that any</li> </ul>	<p><b>Some progress:</b> the HR RMS records the language ability of staff according to the Welsh Language competency framework.</p> <p>The HR RMS will need to have an additional report designed to compare the language requirements of posts against the post holder.</p>

<p>shortfalls in Welsh language skills levels can be easily identified.</p>	<p><b><u>Responsibility:</u></b> Employee Relations and Equalities Manager</p> <p><b><u>Timescale:</u></b> Ongoing and monitor annually</p>
<p><b><u>3.3</u></b></p> <ul style="list-style-type: none"> <li>Any systems (HR RMS) or processes used to collect data on staff skills should fully consider Welsh language skills.</li> <li>The new employee form and PDR system should collect data consistent with the Welsh language competency framework adopted.</li> </ul>	<p><b><u>Some Progress</u></b></p> <ul style="list-style-type: none"> <li>All forms that monitor the profile of staff regarding employment matters consider the 7 strands of diversity including Welsh language skills – Levels 1 to 5.</li> <li>The Establishment Changes Proforma has been further developed to incorporate Welsh language consideration when new roles are created.</li> </ul> <p><b><u>Responsibility:</u></b> HR Shared Services Manager / HR Resourcing Manager / HR Business Partners / Employee Relations and Equalities Manager</p> <p><b><u>Timescale:</u></b> Ongoing and monitor annually</p>
<p><b><u>3.3</u></b></p> <p>Information held on the HR RMS (Cyborg) and PDR systems should be used to produce an annual report for the HR Department, identifying any shortfalls in the Welsh language skill levels of staff and officers according to location, post grade and workplace.</p>	<p><b><u>Some Progress</u></b></p> <ul style="list-style-type: none"> <li>The HR reorganisation will enable this action to be progressed, which has been identified as stage 2 of this implementation plan.</li> </ul>

<p>The availability of such information will allow for effective workforce planning to ensure that Welsh language skills within the force are sufficient to provide services in accordance with the force's Welsh language scheme.</p> <p>A copy of the report should be provided to all relevant officers and staff, as well as the Police Authority and the force's Welsh language group, to ensure that any shortfalls identified are given due consideration.</p>	<ul style="list-style-type: none"> <li>• A baseline report of the current Welsh Language Skills of staff is available</li> </ul> <p><b><u>Responsibility:</u></b> Head of Shared Services / Employee Resourcing Manager / HR Business Partners / Employee Relations and Equalities Manager</p> <p><b><u>Timescale:</u></b> September 2008 / Ongoing and monitor annually</p>
<p><b><u>3.3</u></b></p> <p>Information (Course Prospectus) held on the Learning and Development Records Management System regarding training courses available to staff and officers should include a directory of all Welsh language courses available.</p>	<p><b><u>Some Progress</u></b></p> <ul style="list-style-type: none"> <li>• A Welsh Language Trainer has been appointed (June 2008) whose role it will be to develop a Welsh Language Skills Strategy together with the development of Welsh Language Training Modules and Welsh Language Awareness Modules.</li> </ul> <p><b><u>Responsibility:</u></b> Head of Learning and Development Services</p> <p><b><u>Timescale:</u></b> September 2008 / Ongoing and monitor annually</p>
<p><b><u>3.5</u></b></p> <p>A process should be established to ensure that information regarding Welsh language skills requirements of posts, provided on the establishment changes proforma, is input onto the HR RMS in order that</p>	<p><b><u>Current Practice</u></b></p> <ul style="list-style-type: none"> <li>• The "new post" form has been developed to include consideration for the Welsh language skills required for the new post. This information is</li> </ul>

<p>post profiles held on the HR RMS are kept current at all times.</p>	<p>updated on the HR RMS.</p> <p><b><u>Responsibility:</u></b> HR Shared Services Manager / HR Resourcing Manager</p> <p><b><u>Timescale:</u></b> Ongoing and monitor annually</p>
<p><b><u>4.1</u></b></p> <ul style="list-style-type: none"> <li>• The revised Welsh Language Scheme includes a commitment to offer language choice at primary public interfaces.</li> <li>• A significant number of officers and staff may require Welsh language training in order to be able to provide services in line with this commitment.</li> <li>• An analysis of the likely costs of the Welsh language training needed to realise this commitment may prove useful within current budget planning processes, in order that funds available for this training remains sufficient.</li> </ul>	<p><b><u>Some Progress</u></b></p> <ul style="list-style-type: none"> <li>• A Welsh Language Trainer has been appointed (June 2008) to develop a Welsh Language Skills Strategy and to design and deliver Welsh Language Training to enable SWP to work towards guaranteeing language choice at the primary public interfaces.</li> <li>• The Welsh Language Skills Strategy will identify the costs of the training needs and make the appropriate representation to secure appropriate funding to implement the Welsh Language Skills Strategy.</li> </ul> <p><b><u>Responsibility:</u></b> Assistant Director – Learning and Development Services / Employee Relations and Equality Manager</p> <p><b><u>Timescale:</u></b> 31 March 2009</p>
<p><b><u>5.1</u></b></p>	

<p>Any complaints received in relation to Welsh language services, dealt with through the corporate process, should be brought to the attention of those members of staff responsible for monitoring implementation of the Welsh language scheme.</p> <p>This will allow those officers to take remedial action where necessary.</p>	<p><b><u>Current Practice</u></b></p> <p><b><u>Responsibility:</u></b> Head of Professional Standards Unit / Principal Equality and Diversity Officer</p> <p><b><u>Timescale:</u></b> Ongoing</p>
<p><b><u>5.2</u></b></p> <p>It should be ensured that effective arrangements are in place to seek the views of Welsh speakers with regard to the Welsh language policing services provided.</p> <p>Public forums convened by the force should be representative of the linguistic profile of areas served. Welsh language issues should be discussed within relevant public forums in order that any concerns regarding Welsh language services provided are identified.</p>	<p><b><u>Some Progress</u></b></p> <ul style="list-style-type: none"> <li>• The Statutory Public Satisfaction Surveys are prepared by the Home Office and do not currently explore the satisfaction of Welsh language service provision.</li> <li>• In addition SWP are currently exploring the non-statutory Public Consultation processes.</li> <li>• Consideration is being given to mainstreaming processes to seek the views of the public regarding Welsh language policing services</li> </ul> <p><b><u>Responsibility:</u></b> Business Development / Police Authority / Basic Command Units &amp; Department Heads / Neighbourhood Policing Teams / Community Policing and Reassurance Unit Head</p> <p><b><u>Timescale:</u></b> 31 March 2009 / ongoing</p>

### **5.3**

As well as measuring the numbers of staff able to provide services in Welsh, the force should consider means of accurately measuring the demand for Welsh language services, for example telephone calls in Welsh to the contact centre.

This will enable the force to ensure that its capacity to provide services in Welsh meet the demand at all times.

**Some Progress:** Staff are allocated within the 3 Switchboard rooms to ensure there is a Welsh speaking member of staff. On a monthly basis the number of calls received via the switchboard is collated, and from 1 April 2007 to 31 March 2008, one call was received at the Eastern Area Control Room in Cardiff whereby the call was dealt with in Welsh. At this time it would appear that the demand for a Welsh Language Service in relation to contact with the police via the switchboard is very low, however calls will continue to be monitored , with a view to include 999 calls received into all 3 rooms between 1 April 2008 – 31 March 2009.

**Responsibility:** Assistant Director Media and Marketing

**Timescale:** Show progress through lifetime of WLS.  
Report progress annually: March 2008 March 2009  
March 2010

## The adequacy of Welsh Language Skills: comparing service needs and capacity

### Welsh Language Skills – staffing

Data from the 2001 Census has been compiled identifying the % of Welsh speakers within the communities of the South Wales Police geographical area:

Furthermore, the completion (in September 2008) of the Employment Monitoring Data Cleanse exercise will provide an opportunity to identify the Welsh language ability of all members of staff. Detailed preliminary information is published in Appendices 1, 2, 3, 4 and 5 showing the % of staff who are able to speak Welsh according to rank / grade / post and according to BCU / Department compared with the % of the Welsh speakers in the community.

A summary of the linguistic capability within SWP compared with the % of the Welsh speakers in the community is set out here.

	<b>% of Welsh Speaking Police Officers by BCU</b>	<b>% of Welsh Speaking Police Staff by BCU</b>	<b>% of Welsh Speakers in community (2001 Census)</b>
Merthyr Rhondda Cynon Taff	<b>10.27%</b>	<b>13.51%</b>	<b>12%</b>
Cardiff	<b>10.75%</b>	<b>9.49%</b>	<b>11%</b>
101 (Cardiff)	<b>16.67%</b>	<b>15.6%</b>	<b>11%</b>
Vale of Glamorgan	<b>8.63%</b>	<b>17.95%</b>	<b>11%</b>
Bridgend	<b>9.33%</b>	<b>13.40%</b>	<b>11%</b>
Neath Port Talbot	<b>15.79%</b>	<b>14.29%</b>	<b>18%</b>
Swansea	<b>17.09%</b>	<b>12.43%</b>	<b>13%</b>
<b>Total % for South Wales Police geographical area</b>	<b>13%</b>	<b>14%</b>	<b>12%</b>
Control Room(s)	<b>5.16%</b> (Police Officers and Police Staff)		<b>12%</b>
Custody Suite(s)	<b>5%</b>	<b>n/a</b>	<b>12%</b>
Police Station Counters / Public Reception Desks	<b>n/a</b>	<b>7.02%</b>	<b>12%</b>

#### **4: Welsh Language Board Feedback on 2006 / 2007 Annual Monitoring Report**

*In order to accurately assess the skill levels required by the force to provide services bilingually, the bilingual skills requirements of individual posts or types of posts should be assessed using a consistent set of criteria. We recommend assessing frontline posts firstly (e.g receptionists, call handlers, BCU enquiry clerks etc) followed by posts which involve frequent contact with the public (e.g. officers, schools liaison officers etc). The skills guidance currently being produced by the Board will offer advice on relevant criteria against which skills requirements should be assessed.*

**Implementation:** The HR reorganisation as mentioned in the introduction of this monitoring report will contribute significantly to this action. An organisation-wide Job Evaluation is currently assessing all posts, HR Resourcing will lead on the prioritisation of posts to be assessed starting with the posts that are the primary public interfaces.

**Responsibility:** Employee Relations and Equality Manager

**Target:** ongoing and monitor annually

#### **4: Welsh Language Board Feedback on 2006 / 2007 Annual Monitoring Report**

*Data collected in line with performance indicators 9(a) and 10(a) should be included and analysed within this section of this year's monitoring report.*

**Implementation:** Refer to Performance Indicators and Appendices for data.

**Responsibility:** Employee Relations and Equality Manager

**Target:** ongoing and monitor annually

#### **Welsh Language Skills – training**

Refer to Page 45 - **Mainstreaming the Welsh language** for a progress report on training.

## Mainstreaming the Welsh language

1. All existing, new, and amended policies undertake an **Equality Impact Assessment**, this enables an assessment and consultation process to identify if there is any potential or actual adverse in respect of that policy. Welsh Language is mainstreamed alongside the other six (age, disability, gender, race, religion & belief and sexual orientation) diversity strands within the Equality Impact Assessment process.
2. The Procurement Department have this year developed an **Supplier Diversity Action Plan** to mainstream equality and diversity (including Welsh language) through the Procurement Process. This work will be further progressed this year with the appointment of a professionally qualified Procurement Manager.
3. The **Human Resources Department** have progressed a number of actions this year leading towards Welsh language being mainstreamed within the newly reorganised HR function:
  - The Employment Monitoring Data Cleanse that is due for completion in September 2008 and will enable the Human Resources Record Management System to profile the diverse nature of our workforce. Welsh Language Ability according to the Welsh Language Competency Framework Level 1 to 5 of our staff was mainstreamed into this process.
  - The **Personal Development Review** process provides staff / managers an opportunity to identify training needs that either relates to an individual's role or from a personal development perspective. These training needs are then compiled and considered in Annual Planning processes for Learning and Development Services for the forthcoming year.
  - The **Establishment Change Proforma** has this year been further developed to incorporate the requirement for **Level 1 Welsh language ability** into all new roles as a minimum. Managers who are requesting an establishment change are further asked to consider if the post is a primary public interface role (ie public reception desks / control rooms / call centres / custody suites / schools liaison. The proforma states in accordance with our Welsh Language Scheme SWP committed to improve service provision to the public in their language (Welsh / English) of choice, and asks "**What level of Welsh Language ability is required?**"
  - Funding to appoint a shared **Welsh Language Translator** in partnership with South Wales Fire and Rescue has been formally agreed, this will enable further mainstreaming of Welsh language within SWP.

4. Learning and Development Services have committed to mainstreaming Welsh language throughout the learning function:
  - An **Equality and Diversity Design and Development Officer** has this year been appointed into Learning and Development Services. The main purpose of this role is to mainstream Equality and Diversity, including Welsh language and the commitments set out in the Welsh Language Scheme through all of the Learning and Development Course portfolio.
  - A “**basic Welsh conversational skills**” has been piloted within the Initial Police Learning and Development Programme which is undertaken by all new police recruits. This pilot is to be reviewed as part of the Welsh Language Skills Strategy.
  - A **Welsh Language Awareness Session** has been designed and is mainstreamed into the Common Induction Module for all new staff who join the organisation.
  - The **Assisted Private Study** initiative offers financial support for staff who wish to undertake a course for their own personal development. During the marketing of this initiative, specific reference is made to the availability of this funding for Welsh language courses.
  - In order to mainstream Welsh language through the Equality and Diversity Training function, a dedicated **Welsh Language Trainer** post has been established this year. The post holder commences employment on 2 June 2008. A **Welsh Language Skills Strategy** will be prepared to further progress the implementation of the Welsh Language Scheme.
5. The **Roads Policing Unit** reviewed letters issued by Driver Improvement Scheme – as a result of this review, these letters are now available in a fully bilingual format.
6. The **Scientific Support Unit**
  - Actively visit Schools providing Scenes of Crime presentations – these are given through the medium of Welsh at Welsh Schools.
  - Have installed a Welsh spell check on a number of personal computers within the Unit to assist when writing documents in the medium of Welsh.

7. The **Covert Operations Management Unit** oversee RIPA applications which are currently available in a English only format – processes are being developed to ensure bilingualism is mainstreamed throughout these applications.
8. The **Communities and Partnerships Department:**
  - The **Youth Department** has 3 Welsh speaking Schools Liaison Officers who work with the Welsh medium schools within the SWP geographical area.
  - The **Minorities Support Unit** has recently launched a helpline for people seeking assistance in relation to Honour Based Violence and Forced Marriage – this helpline has a built in bilingual facility.
  - The **Crime Reduction Unit** issues alarms to members of the public, these alarms are consider a variety of preferences including Welsh language.
  - The **Neighbourhood Policing Teams** have sent out a large amount of bilingual literature to members of the public this year. In addition [www.ourbobby.com](http://www.ourbobby.com) has been developed considering the bilingual commitments of the Welsh Language Scheme.

### **5: Welsh Language Board Feedback on 2006 / 2007 Annual Monitoring Report**

*The report notes numerous examples of how the Welsh language has been mainstreamed into the work of South Wales Police. We ask that you include within this year's report examples of policies into which the language has been mainstreamed, in line with performance indicator 1(a). Please also include practical examples where mainstreaming the language into force policies has led to improved services for the Welsh speaking public.*

**Implementation:** All policies are Equality Impact Assessed, this process considers seven diversity strands including Welsh language. A Policy Officer post has been established this year, also the corporate governance of policies has been transferred to Business Development & Performance Management Department who are developing processes to fully mainstream Welsh language through policies.

**Responsibility:** Assistant Director, Business Development & Performance Management / Policy Leads

**Target:** ongoing and monitor annually

### **5: Welsh Language Board Feedback on 2006 / 2007 Annual Monitoring Report**

*Data collected in line with performance indicators 6(a), 7(a) and 8(a) should be included and analysed within this section of this year's monitoring report.*

**Implementation:** Refer to "Analysis and performance by priority and target" section for data.

**Responsibility:** 6(a) & 8(a) – Assistant Director, Learning and Development Services / 7(a) Employee Relations and Equalities Manager /

**Target:** ongoing and monitor annually

**Welsh Language Board Feedback on 2006 / 2007 Annual Monitoring Report**

*It would be useful to include within this section of future reports examples of how the force has promoted use of services provided in Welsh, in line with performance indicator 13.*

**Implementation:**

**Responsibility:** HR Resourcing Manager (re Recruitment Lines)

**Target:** ongoing and monitor annually

## Analysis of performance by priority and target

Performance Indicators have been developed from the following targets contained within the Welsh Language Scheme:  
Performance Indicators:

- **Service Planning and Delivery:** SWP will mainstream Welsh into all policies by drawing up a structured policy mainstreaming programme to be completed during the lifetime of the Scheme;
- **Service Provision:** SWP will communicate the requirements of the Scheme clearly whilst ensuring that the language is an integral part of the service provision by others and that compliance will be monitored;
- **Dealing with the Welsh speaking public:** using our Welsh speaking community profile – sufficient numbers of staff on duty at any time in Control Room(s) / Custody Suite(s) and staff Police Station Counters / Public Reception Desks to guarantee language choice by 31 December 2009;
- **Providing language choice in Learning and Development Services;**
- **All new joiners will be encouraged during their induction processes to enrol on an Introduction to Welsh course;**
- **Implementing and monitoring the Scheme:** to increase the number of staff in the workplace who are able and willing to work through the medium of Welsh in order to meet the requirements to provide quality services

Progress is reported against the individual Performance Indicators

<b>Service Planning and Delivery:</b> South Wales Police will mainstream Welsh into all policies by drawing up a structured policy mainstreaming programme to be completed during the lifetime of the Scheme:				
	<b>Performance Indicator</b>	<b>Responsibility / Progress / Target 2006 / 2007</b>	<b>Responsibility / Progress / Target 2007 / 2008</b>	<b>Responsibility / Progress / Target 2008 / 2009</b>
PI One (a)	% of new and revised policies and initiatives that have mainstreamed the Welsh language	<b>Head of Professional Standards Unit</b> - processes are being developed and implemented to collate data. <ul style="list-style-type: none"> <li>○ 31 March 2008</li> </ul>	<ul style="list-style-type: none"> <li>○ 0%</li> </ul> <b>Progress:</b> – responsibility for policies has this year transferred departments. A new Policy Officer has been	

			<p>appointed who will be responsible for advising on the mainstreaming of Welsh language through the policy development process.</p> <p><b>Responsibility:</b> Head of Business Development / Performance Management</p> <p><b>Target:</b> Ongoing and monitor quarterly.</p>	
PI Two (a)	% of management meetings (chaired by an ACPO member) that are opened / closed in Welsh	<p><b>Staff Officer to Chief Constable</b> – processes are being developed and implemented to collate data.</p> <ul style="list-style-type: none"> <li>31 March 2008</li> </ul>	<ul style="list-style-type: none"> <li>0%</li> </ul> <p><b>Progress Report:</b> This last year has seen the appointment of 4 new ACPO officers. Level One Introduction to Welsh CD's have been issued to Executive Support to encourage linguistic courtesy and enable the opening and closing of meetings in Welsh.</p> <p><b>Responsibility:</b> Chief Inspector – Executive Support.</p> <p><b>Target:</b> Ongoing and monitor quarterly</p>	

**Service Provision:** that South Wales Police communicate the requirements of the Welsh Language Scheme clearly whilst ensuring that the language is an integral part of the service provision by others and that compliance will be monitored:

	<b>Performance Indicator</b>	<b>Responsibility / Progress / Target 2006 / 2007</b>	<b>Responsibility / Progress / Target 2007 / 2008</b>	<b>Responsibility / Progress / Target 2008 / 2009</b>
PI Three (a)	% of all third party organisations that were monitored and whose provision is in accordance with the requirements of the Welsh Language Scheme	<p><b>Head of Procurement</b> – currently 0% of suppliers are monitored re Welsh Language provision, processes are being developed to monitor compliance by third party organisations and to collate data. All notices and adverts for tenders are placed in Welsh and English in local press. Contracts over £140k (advertised in Europe) are issued in English only. 0% requests for tender documents in Welsh.</p> <ul style="list-style-type: none"> <li>• 31 March 2008</li> </ul>	<ul style="list-style-type: none"> <li>• <b>0%</b> of all third party organisations were monitored and whose provision is in accordance with the requirements of the Welsh Language Scheme</li> <li>• This PI will be progressed in the Internal Confidence and Equality Task Group that next meets in September 2008.</li> </ul>	
PI Three (b)	% of all partnerships that were monitored and whose provision is in accordance with the requirements of the Welsh Language Scheme	<p><b>Head of Communities and Partnerships</b> – processes are being developed and implemented to collate data.</p> <ul style="list-style-type: none"> <li>• 31 March 2008</li> </ul>	<ul style="list-style-type: none"> <li>○ 0%</li> <li>○ This PI will be progressed in the Internal Confidence and Equality Task Group that next meets in September 2008.</li> </ul>	

PI Three ( c )	% of organisations / bodies which receive sponsorship from SWP which were monitored and whose provision is in accordance with the Welsh Language Scheme.	<b>Head of Communities and Partnerships</b> – processes are being developed and implemented to collate data. <ul style="list-style-type: none"> <li>• 31 March 2008</li> </ul>	<ul style="list-style-type: none"> <li>○ 0%</li> <li>○ This PI will be progressed in the Internal Confidence and Equality Task Group that next meets in September 2008.</li> </ul>	
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**Dealing with the Welsh Speaking Public:** Using our Welsh speaking community profile – sufficient number of staff on duty at any time in the Control Room(s), Custody Suite(s), staffed Police Station Counters and all Public Reception Desks to guarantee language choice by 31 December 2008.

	<b>Performance Indicator</b>	<b>Responsibility / Progress / Target 2006 / 2007</b>	<b>Responsibility / Progress / Target 2007 / 2008</b>	<b>Responsibility / Progress / Target 2008 / 2009</b>
PI Four (a)	% of Control Room staff who are bilingual (Level 4 and above) in order to guarantee language choice	<b>Head of Communications</b> – processes are being developed and implemented to collate data. <ul style="list-style-type: none"> <li>• 31 March 2008</li> </ul>	<ul style="list-style-type: none"> <li>○ See Page 28 and Appendix One</li> </ul>	
PI Four (b)	% of Custody Office Staff who are bilingual (Level 4 and above) in order to guarantee language choice	<b>Head of Criminal Justice</b> – processes are being developed and implemented to collate data. <ul style="list-style-type: none"> <li>• 31 March 2008</li> </ul>	<ul style="list-style-type: none"> <li>○ See Page 29 and Appendix One</li> </ul>	

PI Five (a)	% of personnel at Welsh Language Ability Level 3 or above at staffed police station counters	<p><b>Head of HR Shared Services</b> – processes are being developed and implemented to collate data.</p> <ul style="list-style-type: none"> <li>31 March 2008</li> </ul>	<ul style="list-style-type: none"> <li>See Appendix Two</li> </ul>	
PI Five (b)	% of personnel at Welsh Language Ability Level 3 or above at public reception desks	<p><b>Head of HR Shared Services</b> – processes are being developed and implemented to collate data.</p> <ul style="list-style-type: none"> <li>31 March 2008</li> </ul>	<ul style="list-style-type: none"> <li>See Appendix Three</li> </ul>	

<b>Target – providing language choice in Learning and Development Services</b>				
	<b>Performance Indicator</b>	<b>Responsibility / Progress / Target 2006 / 2007</b>	<b>Responsibility / Progress / Target 2007 / 2008</b>	<b>Responsibility / Progress / Target 2008 / 2009</b>
PI Six (a)	a) % of training courses conducted through the medium of Welsh	<p><b>Head of Learning and Development Services</b> – processes are being developed and implemented to collate data. 0% courses are conducted through the medium of Welsh</p> <ul style="list-style-type: none"> <li>31 March 2008</li> </ul>	<ul style="list-style-type: none"> <li>0%</li> <li><b>Action 2008 / 2009</b> - this PI is to be developed and progressed in the development of the Welsh Language Skills Strategy.</li> <li><b>Responsibility:</b> Head of Learning and Development Services.</li> </ul>	

			○ <b>Target:</b> 31 March 2009	
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<b>Target – all new staff joining South Wales Police will be encouraged during their induction process to enrol on an Introduction to Welsh training course</b>				
	<b>Performance Indicator</b>	<b>Responsibility / Progress / Target 2006 / 2007</b>	<b>Responsibility / Progress / Target 2007 / 2008</b>	<b>Responsibility / Progress / Target 2008 / 2009</b>
PI Seven (a)	a) % of staff able to demonstrate (voluntary) competence at Welsh Language Ability Level 2 at 18 months service	<p><b>Head of HR Shared Services</b> – processes are being developed and implemented to collate data.</p> <ul style="list-style-type: none"> <li>31 March 2008</li> <li><b>Progress:</b> New recruits have a “basic conversational Welsh” lesson as part of their initial training (IPLDP), it is anticipated at the conclusion of their initial training they will be able to hold a basic conversation through the medium of Welsh.</li> </ul>	<p><b>Progress:</b> Basic conversational Welsh sessions has been piloted on the Initial Police Learning and Development Programme – and will be reviewed during the development of the Welsh Language Skills Strategy. The appointment of the new Welsh Language Trainer and the Equality and Diversity Design &amp; Development Officer, together with the development of the Welsh Language Skills Strategy will progress this action during 2008 / 2009 period of the Scheme.</p> <p><b>Target:</b> 31 March 2009 <b>Responsibility:</b> Assistant Director, Learning and Development Services</p>	

**Implementing and Monitoring the Scheme:** to increase the number of staff in the workplace who are able and willing to work through the medium of Welsh in order to meet the requirements to provide quality services:

		<b>Responsibility / Progress / Target 2006 / 2007</b>	<b>Responsibility / Progress / Target 2007 / 2008</b>	<b>Responsibility / Progress / Target 2008 / 2009</b>
PI Eight (a)	% of staff who have received training in Welsh to a recognised qualification level and / or to the appropriate level of the Police Welsh Language Competency Framework	<p><b>Head of Learning and Development Services / Head of HR Shared Services</b> – processes are being developed and implemented to collate data.</p> <ul style="list-style-type: none"> <li>• 31 March 2008</li> <li>• <b>Progress:</b> LDS in partnership with University of Glamorgan delivered ½ day Welsh Taster Sessions to 126 staff,</li> <li>• <b>Progress:</b> 100 of these staff wish to continue the training and further funding has been agreed by Deputy Chief Constable. A partnership is currently being explored between SWP and SW Fire and Rescue.</li> </ul> <p><b>Progress:</b> Staff will be provided with two hours per week to attend the training and will be required to give two hours of their own time to</p>	<ul style="list-style-type: none"> <li>○ 0%</li> <li>○ <b>Action 2008 / 2009</b> - this PI is to be developed and progressed in partnership with the WJEC within the development of the Welsh Language Skills Strategy</li> <li>○ <b>Responsibility:</b> Head of Learning and Development Services</li> <li>○ <b>Target:</b> 31 March 2009</li> </ul>	

		attend these two x two hour sessions.		
PI Nine (a)	% of staff who are able to speak Welsh according to (a) BCU / Dept and (b) rank / grade / post	<p><b>Head of HR Shared Services</b> – processes are being developed and implemented to collate data.</p> <ul style="list-style-type: none"> <li>31 March 2008</li> </ul>	<ul style="list-style-type: none"> <li>See Appendix One</li> </ul>	
PI Ten (a)	Comparison between % of Welsh speakers in the community and % recruited according to (a) police / police staff roles / volunteers and Extended Police Family and (b) BCU / Dept / Organisation-wide	<p><b>Head of HR Shared Services</b> – processes are being developed and implemented to collate data.</p> <ul style="list-style-type: none"> <li>31 March 2008</li> </ul>	<ul style="list-style-type: none"> <li>See Appendix Two</li> </ul>	

<b>Target</b> – to define role specific Welsh language competency levels for all posts commensurate to their direct contact with the public (Level 1 – 5)				
	<b>Performance Indicator</b>	<b>Responsibility / Progress / Target 2006 / 2007</b>	<b>Responsibility / Progress / Target 2007 / 2008</b>	<b>Responsibility / Progress / Target 2008 / 2009</b>
PI Eleven (a)	% or all posts that have direct contact with the public that conform to the agreed Police Welsh Language Competency Framework (Level 1-5)	<p><b>Head of HR Shared Services</b> – processes are being developed and implemented to collate data.</p> <ul style="list-style-type: none"> <li>31 March 2008</li> </ul>	<ul style="list-style-type: none"> <li>See Appendix Three</li> </ul>	

PI Twelve (a)	% of complaints in relation to the operation of the Scheme resulting in a change to policy / procedure	<p><b>Head of Professional Standards Unit</b> – processes are being developed and implemented to collate data.</p> <ul style="list-style-type: none"> <li>• 31 March 2008</li> </ul>	<ul style="list-style-type: none"> <li>○ 2 complaints received with 2 complaints resulting in amendments to working practices.</li> </ul>	
PI Thirteen	<p>% of use of Welsh Language Services:</p> <p>(a) Welsh Language Line(s) and</p> <p>(b) % Police Officer recruits opting for the final interview through the medium of Welsh</p>	<p>a) <b>Progress: Business Support Unit</b> - a Welsh Language Line has been developed and implemented for handling calls requesting application forms, and formal monitoring system has been developed. <b>Head of Communications</b> - is developing processes to capture this data</p> <ul style="list-style-type: none"> <li>• 31 March 2008</li> </ul> <p>b) <b>Progress: Police Recruitment and Promotion Team</b> - a process is in place to monitor – currently there is no final interview.</p>	<p><b><u>Recruitment Lines</u></b></p> <p>a) <b>Police Staff Recruitment - 0.4%</b></p> <ul style="list-style-type: none"> <li>○ English - 1,000 calls per month</li> <li>○ Welsh - 4 calls per month</li> </ul> <p>b) <b>Police Officer Recruitment</b> - There has been no Police Officer recruitment process this year – and as last year the recruitment process does not currently include a final interview.</p>	

### **Welsh Language Board Feedback on 2006 / 2007 Annual Monitoring Report**

*Many examples of good practice which have been established by the force are noted here, especially in relation to improving the bilingual skills levels of the workforce. We appreciate the significant investment of time, effort and resources in establishing such good practice. It is useful that the force, through its scheme monitoring arrangements, has been able to identify areas of poor performance where improvement is needed. Future reports should explain how the force intends to ensure improvement within areas of poor performance identified. Within future monitoring reports, please include within this section the force's priorities and targets for the forthcoming year, based on the findings of your monitoring work.*

**Implementation:** Every effort has been made within the this year's 2007 / 2008 Annual Monitoring Report to include priorities and targets where "some progress" or "no progress" has been identified. Particular use has been made of placing a RAG (red / amber / green) value to actions within this Annual Monitoring Report. The categories identified as showing "some progress" or "no progress" will be given a priority for the next period of the Scheme to enable tangible progress to be demonstrated.

**Responsibility:** Employee Relations and Equality Manager / BCU Commanders / Departmental Heads

**Target:** ongoing and monitor annually

## Publishing information on performance

South Wales Police will publish this 2007 / 2008 Annual Report as follows:

- The South Wales Police website [www.south-wales.police.uk](http://www.south-wales.police.uk)
- The South Wales Police Neighbourhood Policing website [www.ourbobby.com](http://www.ourbobby.com)
- The South Wales Police internal intranet Force Information System and new HR intranet website

Consideration is also being given to mainstream a summary of the Welsh Language Scheme Annual Monitoring Report into the Annual Plan information that is circulated to the public.

### **7: Welsh Language Board Feedback on 2006 / 2007 Annual Monitoring Report**

*Please include within this section of future monitoring reports an explanation of the consideration given to the report by the force prior to submission to the Board (i.e. the internal business process followed in order to approve the report).*

**Implementation:** In October 2007, the Chief Constable wrote to all BCU / Departmental Heads with a copy of the Welsh Language Scheme requesting that consideration be given to how the Implementation Plan could be progressed within their area of work. In March 2008, BCU / Departmental Heads were asked to submit their Welsh Language Scheme Local Action Plans to the Employee Relations and Equality Manager. BCU / Departmental Heads were requested to submit their Local Action Progress Reports to enable the preparation of the 2007 / 2008 WLS Annual Monitoring Report. This report was drafted on behalf of the organisation by the Principal Equality and Diversity Officer and submitted to the Confidence and Equality Board and the Police Authority for final approval. When the Welsh Language Scheme Annual Report has been granted formal approval by the Chief Constable and the Police Authority, it is formally submitted to the Welsh Language Board.

**Responsibility:** Employee Relations and Equality Manager

**Target:** ongoing and monitor annually

## **8: Welsh Language Board Feedback on 2006 / 2007 Annual Monitoring Report**

*PI 8 - It is noted here that staff attending Welsh language training are required to attend half their training outside their working hours. If staff are receiving Welsh language training in order to meet the skills requirements of their posts, consideration should be given to the appropriateness of asking them to attend training in their own time. Does the force require those in need of improving other job related skills to attend training outside working hours (e.g IT skills)?*

### **Implementation:**

**Responsibility:** Assistant Director, Learning and Development Services

**Target:** ongoing and monitor annually

## Conclusions and Recommendations

As a result of this years Human Resources reorganisation, key progress has taken place during 2007 / 2008 to establish firm structures within the organisation to support the implementation, compliance and quality assurance of this Welsh Language Scheme.

The establishment and appointment of an **Employee Relations and Equalities Manager, Welsh Language Trainer, Equality and Diversity Design and Development Officer, Procurement Manager** together with the formal approval of the Business Case to fund a collaborative appointment (with South Wales Fire and Rescue Service) of a **Welsh Language Translator** demonstrate significant investment in the commitment to mainstream Welsh language firmly within South Wales Police and provides a firm platform to improve service provision to the public of South Wales in the language of their choice.

The approach to preparing this Annual Monitoring Report has been developed to include allocating RAG values (**red / amber / green**) to the priorities and targets identified within the Implementation Plan, this will enable attention to be prioritised at those priorities and targets that have been given an **amber** or **red** value.

In concluding the 2007 / 2008 Annual Monitoring Report, the following **recommendations** are made:

1. This Annual Monitoring Report is utilised in partnership with the Welsh Language Scheme and its Implementation Plan to support the further implementation, compliance and quality assurance of the Welsh Language Scheme through the Internal Confidence and Equality Task Group.
2. This Annual Monitoring Report is circulated to all BCU Commanders and Departmental Heads to enable them to mainstream the **amber** and **red** priorities identified through their WLS Local Action Planning Process.
3. This content, and particularly the **amber** and **red** priorities of the Annual Monitoring Report considered by the Director, Human Resources and the Employee Relations and Equality Manager to inform further progress of the Implementation Plan.
4. This Annual Monitoring Report to be published on:
  - [www.south-wales.police.uk](http://www.south-wales.police.uk)
  - [www.ourbobby.com](http://www.ourbobby.com)
  - South Wales Police intranet – front page of the Force Information System

- South Wales Police intranet – new HR website, Welsh Language Section
- 5. A Welsh Language Skills Strategy is prepared by the newly appointed Welsh Language Trainer as an immediate priority in partnership with the Employee Relations and Equality Manager, the Welsh Language Board and the All Wales Police Welsh Language Working Group.
- 6. Further investment is made exploring opportunities to develop Welsh language partnership initiatives with South Wales Fire and Rescue and the other Welsh Police Services (where appropriate).
- 7. To prioritise the written material produced for use by the general public, that has not yet been produced in a bilingual format and to develop a plan of work to complete these translations through the Welsh language translation service and the Welsh Language Translator (once appointed);
- 8. Mainstream a summary of the Welsh Language Scheme Annual Monitoring Report into the South Wales Police Annual Plan information that is circulated to the public of South Wales.

## Appendix One

Performance Indicator 9(a) - % of staff who are able to speak Welsh according to (a) BCU / Dept and (b) rank / grade / post

<b><u>Police Officers</u></b>								% of Welsh Speakers by BCU / Dept	% of Welsh Speakers in community (2001 Census)
<b>Basic Command Unit / Department</b>	<b>Super-intendent</b>	<b>Chief Inspector</b>	<b>Inspector</b>	<b>Sergeant</b>	<b>Constable</b>	<b>Student Constable</b>	<b>Grand Total</b>		
Merthyr Rhondda Cynon Taff		1	3	2	42	2	50	10.27%	12%
Cardiff		1	2	13	55	2	73	10.75%	11%
SNEN – 101 (Cardiff)					1		1	16.67%	11%
Vale of Glamorgan		1	1	4	10	1	17	8.63%	11%
Bridgend				3	18		21	9.33%	11%
Neath Port Talbot			2	4	29	1	36	15.79%	18%
Swansea	1	1		11	58	3	74	17.09%	13%
All Wales School Programme					2		2	16.67%	
Communities & Partnerships		2			1		3	10.34%	
Crime Support		1	2	5	15		23	8.19%	
Criminal Justice				4			4	5.00%	
Learning & Development Services			3	3	3		9	12.86%	
Performance Management		1					1	7.69%	
Professional Standards	1	2					3	11.54%	
RART					1		1	10.00%	
K Regional Task Force					1		1	4.55%	
Operational Services Dept			1	3	16		20	5.95%	
OSD Airport				1	5		6	16.67%	
OSD Hypothecation				1			1	33.33%	
OSD Welsh Assembly					4		4	44.44%	
Communications			1		4		5	10.00%	
West Glam CJU				1			1	50.00%	
Grand Total	2	10	15	55	265	9	356		
Totals in Rank	23	56	178	519	2410	52	3252		
<b>% Welsh speakers by rank</b>	<b>8.70%</b>	<b>17.86%</b>	<b>8.43%</b>	<b>10.60%</b>	<b>11.00%</b>	<b>17.31%</b>	<b>10.95%</b>		<b>12%</b>

<b><u>Police Staff</u></b>	<b>Senior Manager</b>	<b>PO1 - PO7</b>	<b>Scale 1 - SO2</b>	<b>PCSO</b>	<b>Traffic Warden</b>	<b>Grand Total</b>	<b>% of Welsh Speakers by BCU / Dept</b>	<b>% Welsh Speaking community (2001 Census)</b>
Merthyr Rhondda Cynon Taff			9	21		30	<b>13.51%</b>	<b>12%</b>
Cardiff			7	18	1	26	<b>9.49%</b>	<b>11%</b>
SNEN (Cardiff)								<b>11%</b>
Vale of Glamorgan			7	7		14	<b>17.95%</b>	<b>11%</b>
Bridgend			4	9		13	<b>13.40%</b>	<b>11%</b>
Neath Port Talbot		1	5	8		14	<b>14.29%</b>	<b>18%</b>
Swansea			10	12		22	<b>12.43%</b>	<b>13%</b>
Business Development		1	6			7	<b>23.33%</b>	
Central Services			1			1	<b>2.86%</b>	
Communities & Partnerships		2	4			6	<b>37.50%</b>	
Corporate Finance		2	5			7	<b>21.21%</b>	
Corporate Info Man Dept			2			2	<b>6.90%</b>	
Crime Support			11			11	<b>6.59%</b>	
Criminal Justice			6			6	<b>10.34%</b>	
Human Resources		4	4			8	<b>11.59%</b>	
ICT		3	3			6	<b>6.25%</b>	
Learning & Development		1	4			5	<b>9.09%</b>	
Legal Services	1	1				2	<b>15.38%</b>	
Performance Management			1			1	<b>4.17%</b>	
Police Authority	1					1	<b>11.11%</b>	
Professional Standards			2			2	<b>6.67%</b>	
Public Relations		1	1			2	<b>20.00%</b>	
RART			1			1	<b>11.11%</b>	
Communications		1	15			16	<b>5.16%</b>	
Grand Total	2	17	108	75	1	203		
Totals in Grade	15	165	1520	328	69	2097		
<b>% Welsh speakers by Grade</b>	<b>13.33%</b>	<b>10.30%</b>	<b>7.11%</b>	<b>22.87%</b>	<b>1.45%</b>	<b>9.68%</b>		<b>12%</b>

**Note:** SWP employs a total of **5648 staff**, of this figure **709 staff** or **13%** have confirmed **Welsh language ability** from basic through to fluent.

## Appendix Two

Performance Indicator Ten (a) - Comparison between % of Welsh speakers in the community and % recruited according to:

- (a) police / police staff roles / volunteers and Extended Police Family and
- (b) BCU / Dept / Organisation-wide

	% of Welsh speakers in the community (2001 Census)	Total and % Welsh Speaking Joiners – <u>Police Officer</u>		Total and % Welsh Speaking Joiners – <u>Police Staff</u> (includes PCSO's)	
		Number	%	Number	%
Merthyr Rhondda Cynon Taff	12%	0	0%	9	4.05%
Cardiff	11%	3	0.44%	14	5.11%
Vale of Glamorgan	11%	1	0.51%	3	3.85%
Bridgend	11%	0	0%	4	4.12%
Neath Port Talbot	18%	1	0.44%	0	0%
Swansea	13%	3	0.69%	3	1.69%
Business Development				3	10.00%
Central Services				1	2.86%
Communities and Partnerships				1	6.25%
Corporate Finance				4	12.12%
Crime Support				2	1.20%
Criminal Justice				1	1.72%
Professional Standards				1	3.33%
Communications				2	0.65%
<b>Total</b>	<b>12%</b>	<b>8</b>	<b>0.25%</b>	<b>48</b>	<b>2.29%</b>

## Appendix Three

Performance Indicator 11 (a) - % of all posts that have direct contact with the public that conform to the agreed Police Welsh Language Competency Framework (Level 1-5)

	Total Number of posts	Total Number / % with Welsh Language Ability	Total Operational Posts (according to HMIC operational code)	Total Number / % with Welsh Language Ability	Communications (excluding those with HMIC operational code)	Total Number / % with Welsh Language Ability	Single Non Emergency Number 101 (Cardiff)	Total Number / % with Welsh Language Ability	Police Community Support Officers	Total Number / % with Welsh Language Ability	Station Enquiry Clerks	Total Number / % with Welsh Language Ability
<b>Police Officers</b>	3338	356 / 11%	3113	316 / 10.15%	7	3 / 42.86%	6	1 / 16.67%				
<b>Police Staff</b>	2310	203 / 9%	793	99 / 12%	339	16 / 4.72%	32	5 / 15.6%	331	75 / 22.66%	123	8 / 6.50%
<b>Total</b>	<b>5648</b>	<b>709 / 13%</b>	<b>3906</b>	<b>419 / 7.42%</b>	<b>346</b>	<b>19 / 5.00%</b>						

### Note:

- The data provided is for staff who have confirmed they have Welsh Language Ability across the five levels – a breakdown of Levels 1 to 5 will be available within the 2008 / 2009 period.
- Total % of staff performing a primary public interfacing role = 3919 / 69.39%
- Operational includes Custody Sergeants and School Liaison Officers
- Data as at 31.03.08