

North Wales Police and  
North Wales Police and Crime Commissioner

# Welsh Language Scheme

2013



**HEDDLU GOGLEDD CYMRU**

Gogledd Cymru diogelach

**NORTH WALES POLICE**

A safer North Wales

SWYDDFA COMISIYNYDD HEDDLU  
A THROSEDD GOGLEDD CYMRU



OFFICE OF THE POLICE & CRIME  
COMMISSIONER NORTH WALES



**Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner**

**The North Wales Police and North Wales Police Crime  
Commissioner Welsh Language Scheme was approved by  
the Welsh Language Commissioner on June 17, 2013.**

# 1. INTRODUCTION

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The North Wales Police and North Wales Police and Crime Commissioner Welsh Language Scheme is produced in accordance with both the Welsh Language Act 1993 and the Welsh Language Measure (Wales) 2011. This legislation applies equally to both organisations and binds both to ensure appropriate language provision within all aspects of policing services in North Wales.

North Wales Police Force and Police Authority's original Welsh Language Scheme received the approval of the Welsh Language Board under section 14(1) of the Act on the 4.6.1997. The revised Welsh Language Scheme was approved by the Welsh Language Board in June 2006. This document is a revised and updated version of the 2009 Scheme.

North Wales Police and Police and the Crime Commissioner have adopted the principle that in the conduct of public business and the administration of justice in Wales they will treat the English and Welsh languages on a basis of equality. This scheme sets out how the North Wales Police and North Wales Police and Crime Commissioner will give effect to that principle when providing services to the public in Wales.

For the purposes of this Scheme the term 'staff' refers to police officers, community police officers, police staff, volunteers and special constables. The success of this Scheme is the responsibility of all staff within North Wales Police Force and the Office of the Police and Crime Commissioner.

The Scheme is co-ordinated and monitored by a small working group which meets quarterly to receive reports on the implementation of the Scheme, analyse complaints and consider means for improvements. The group is chaired by the Chief Constable who has responsibility for the Welsh Language.

## 2. OUR STRATEGIC PRIORITIES

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Our strategic approach to the use of Welsh and English is based upon the following principles:

- **the Welsh and English Languages have equal status**
- **we are aiming to become a bilingual organisation**

In accordance with our responsibilities to our communities and our duties under the Welsh Language Act 1993 we will treat the Welsh and English languages on a basis of equality.

Our Welsh Language Scheme explains how we are working towards ensuring the provision of language choice in service delivery and within our internal processes.

We work with relevant partners to ensure that genuine language choice is provided to those that come into contact with the Justice System.

Working towards achieving this will include the following tactics:

- **The completion of objectives identified in our Welsh Language Scheme**
- **Promoting the Welsh language as a business language in the workplace**
- **Enhancing the bilingual capacity of the Force and Office of the Police and Crime Commissioner. This includes supporting staff to develop and make full use of their Welsh language skills as well as ensuring that all new entrants have a basic knowledge of Welsh as a minimum skill on appointment**
- **Identifying language needs for posts within different areas of the Force**
- **Facilitating and promoting the use of Welsh when we are contacted by the public**
- **Linking the principles of quality of service to the provision of language choice to users**
- **Providing a truly bilingual information service**

North Wales Police and the Office of the Police and Crime Commissioner aim to:

- **Become bilingual organisations.**
- **Increase the number of staff who can confidently speak or write Welsh and encourage them to use their skills more often to contribute to ensuring a choice of languages for the public.**

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- **Raise the awareness of current and new staff regarding the commitment to offer a bilingual policing service.**  
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  - **Work towards attracting more applications from Welsh speakers and learners from Welsh communities to join the police as officers or police staff. Part of this includes nurturing more contact with Welsh speakers and with representatives of Welsh language groups in our communities.**  
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  - **Continue a language skills strategy to ensure that all new staff including those within the Office of the Police and Crime Commissioner have the ability to demonstrate courtesy skills as a minimum before joining, in addition to concentrating on existing staff who have direct contact with the public. We will assist potential entrants to attain the necessary levels by the provision of 'self learn' resources and direct them to external support opportunities. Once appointed staff will be offered language training programmes during duty time to develop their language competence.**  
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  - **Ensure that Human Resources internal proceedings and procedures fully acknowledge and consider ability in Welsh to be a skill, side by side with other necessary skills.**  
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  - **Seek opportunities to promote and develop the use of Welsh in different proceedings and procedures with the Home Office, HMIC and other Welsh police forces.**  
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  - **Make the most of every opportunity to define our commitment to the Welsh language as part of our effort to promote Equality and Diversity in Wales.**

## 3. PLANNING AND DELIVERING SERVICES

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### New Policies and Initiatives

**3.1.** North Wales Police Chief Officers and the North Wales Police and Crime Commissioner will ensure that language equality principles will be considered in all aspects of police work and that divisions and departments operate in accordance with the Scheme.

**3.2.** All new schemes, initiatives or policies that are adopted by the Force and the Commissioner will conform to the requirements of this Scheme. When existing policies are reviewed, the opportunity will be taken to fully consider the needs of Welsh speakers and the expectations of this Scheme.

There are references to this Scheme in other organisational plans, initiatives and policies. The Force, monitored by the Police and Crime Commissioner will also assess the likely language impacts of any new policy or initiative during preparation and review.

**3.3.** Reviewing and introducing new policies and initiatives will enable the Force and the Police and Crime Commissioner to promote the use of Welsh in its services and move towards achieving the objectives of this Scheme. Every opportunity will be taken to move closer to achieving the principles of English/Welsh language equality. The principles described in this Scheme are relevant to every new policy and initiative operated by the Force or on behalf of the Force.

**3.4.** The Force Welsh Language Services Department is responsible for promoting Welsh language matters, providing relevant support services and for monitoring conformity with the Welsh Language Scheme from day-to-day throughout the Force. The Department also provides information and guidance to managers and staff. The Chief Constable and the Police and Crime Commissioner are responsible for recognising the need for any change to the Scheme and for providing the necessary reports to the Welsh Language Commissioner's office. The Force Welsh Language Services Department is the contact point for enquiries about the Scheme and its implementation.

**3.5.** If there are any new policies or initiatives that could have an effect on the Force and Police and Crime Commissioner Welsh Language Scheme or on the Scheme of another organisation, then the Welsh Language Commissioner's office will be consulted. The Scheme will not change without the agreement of the Welsh Language Commissioner.

## 4. SERVICE DELIVERY

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**4.1.** In delivering our policing service, we acknowledge that the Welsh speaking public who come into contact with the police have the right to receive a service through the medium of Welsh. We also realise that not all staff speak Welsh and therefore in some circumstances we cannot provide a fully bilingual service when dealing with:

- a) Emergencies or serious incidents or
- b) Where it would affect the efficiency of police operations, making the level unacceptable e.g. specific legal operations such as breathalysers, stop/searches etc.

**4.2.** If there is no employee immediately available, measures will be in place to contact a Welsh speaking employee. We will get back in contact with the member of the public and provide the relevant service.

**4.3.** When we are aware from the beginning that a member of the public requires a Welsh language service, it will be provided.

**4.4.** In an effort to provide a comprehensive service, Welsh speakers will be identified in all policing areas/departments. Staff in the Welsh Language Services Department will provide Welsh language support during office hours.

All staff will be familiar with the measures in place to implement the provision of the policy.

### **4.5. Welsh in the Workplace**

In reality, the Force's ability to provide a service for the public in their chosen language depends on the ability and the confidence of staff to use their Welsh skills in public. One of the objectives of the Welsh Language Scheme is 'to promote the use of Welsh as a business language in the workplace'. The aim is to create a bilingual ethos in the workplace that will give staff more confidence to practice and use their Welsh skills when providing services to the public. We will work towards providing the same language choice to our staff in the services that they receive. Part of this work will be to make the Welsh language more visible and audible in the workplace. This will include identifying opportunities to produce items that require a personal response from staff such as surveys and questionnaires, as well as posters that will be on display on notice boards or offices in bilingual format.

**4.6.** The Welsh and English languages have equal status for the Force and the Police and Crime Commissioner. Staff of both organisations are encouraged to use Welsh or English at work when fulfilling their duties as long as it does not disturb the efficiency of internal communication.

**4.7.** In accordance with our Welsh Language Strategy principles Welsh speakers and learners will be encouraged and supported to make more use of their spoken and written Welsh skills at work.

## 5. WELSH SERVICE STANDARDS

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**5.1.** All members of the public have a right to communicate with the Force in Welsh or in English, whichever is their choice.

**5.2.** When dealing with other parties that are responsible for administering the Criminal Justice system i.e. the Courts, the Probation Service, the Prison Service and the Crown Prosecution Service, the police will ensure that procedures are adopted that highlight the individual's choice of language in computer systems and files.

### **5.3. Translation Services**

The Force and Police and Crime Commissioner aim to provide a consistent and balanced service of the same standard in both languages in its service to the public, in accordance with current legislation.

A professional Translation Unit exists within the Force Welsh Language Services Department. It offers a full translation service and guidance to all staff in relation to Welsh language correspondence. In addition, the Translation Unit provides simultaneous translation services for the Force and Police and Crime Commissioner's public meetings.

Staff in this Unit are experienced translators who are able to communicate fluently in both languages (level 5 in spoken and written skills in the Force Welsh language competency framework - see Appendix C). The translators are encouraged to take advantage of opportunities to develop professionally by joining the Association of Welsh Translators and attending relevant In-Service Training events.

If, in times of excess need, any work is transferred to external translators, the Force will ensure that those translators are qualified to undertake the work. They are required to be members of the Association of Welsh Translators and must also be familiar with terminology and expected standards. The principles of 'Clear Welsh' will be adopted when producing any Welsh text. The Translation Unit will supervise the process in accordance with Force policy and will monitor the standard and quality of their work.

Translation work is a specialist skill and cannot be done by every bilingual employee. However, staff are encouraged to write their own letters in Welsh when they are confident of their ability to do so. Staff from the Translation Unit provide a service to check the accuracy of items produced in Welsh and provide feedback, where appropriate.

**5.4.** The Force has produced badges to assist in the identification of those who can speak Welsh or are learning. Welsh speaking staff and learners are encouraged to wear a small badge telling the public that they speak Welsh and English, or that they are learning Welsh. The Force Dress Protocol contains guidance on this.



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**5.5.** North Wales Police and Police and Crime Commissioner require any third party employed on their behalf to provide a service to the public in Wales in accordance with the conditions of the Scheme. The precise details will be outlined in the contract documents.

**5.6.** When planning, commissioning and presenting any services for the public, the Force and Police and Crime Commissioner will consider the linguistic nature of the area, communities and educational establishment. This information will be recorded and revised/updated when presenting information to new local officers.

**5.7.** The ability of the Force, Police and Crime Commissioner, any other third party employed on their behalf, or any partner, to provide a quality language choice provision will be monitored regularly by use of the Welsh language performance indicators (Appendix B). The Performance Indicators and any results will be a standing item on the agenda of the Force Welsh Language Group.

**5.8.** North Wales Police will record and transfer information regarding language choice of members of the public to other parties that are responsible for administering the Criminal Justice system.

**5.9.** North Wales Police and Police and Crime Commissioner will encourage other Welsh Forces and Police and Crime Commissioners to share good practice and cooperate on projects for the benefit of their different Language Schemes. This has been achieved through establishing a Welsh Police Forces Welsh Language Group. The Chief Officer responsible will take the lead for the Welsh Forces' ACPO on Welsh matters.

**5.10.** The linguistic situation of any area across North Wales will be included in the beat profile of each Neighbourhood Policing Team. This information will be kept up-to-date. The local policing area management team will retain a record of the information.

## 6. SERVICE PROVISION FOR THE PUBLIC IN NORTH WALES

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### Written Correspondence

**6.1.** North Wales Police and the Police and Crime Commissioner welcome written correspondence both electronically and in hard copy in Welsh and English.

Correspondence in either language will be responded to in the language of the original correspondence in accordance with the North Wales Police corporate target or where this is not possible, a signed acknowledgement followed by progress updates.

**6.2.** All newsletters, leaflets, standard letters or forms sent to the public in Wales will be bilingual. All centrally produced forms containing the details of fixed penalties will be bilingual.

**6.3.** If any member of staff corresponds with a member of the public after having an oral conversation in Welsh, then the written correspondence will also be in Welsh or in the chosen language of that member of the public. If the member of staff cannot write Welsh confidently, assistance will be provided by the Translation Unit.

**6.4.** Both North Wales Police and the Police and Crime Commissioner will initiate correspondence in Welsh with people we know, due to former contact, prefer to correspond through the medium of Welsh. All policing areas/departments will maintain a database of those who wish to be dealt with through the medium of Welsh.

If the recipient's language choice is not known, then the correspondence will be sent bilingually.

**6.5.** All standard details on official documentation, including letters, fax message front pages and email signatures in the Force and in the Office of the Police and Crime Commissioner will be bilingual. Welsh will appear above the English or to the left of English with both languages being equal in size, quality and clarity. This includes any standard text and, relevant contact details.

**6.6.** In order to implement the above policy, all staff are made aware of these arrangements as well as of the support that is available to staff who do not speak Welsh to communicate with the public. The staff of the Translation Unit in Headquarters will be available to support staff with written translations where this is needed.

**6.7.** The Force has invested in CYSGLIAD, a computer software package that is useful for staff to correct Welsh spelling and grammar. The package is available to be placed on the computers of staff who are likely to benefit.

**6.8.** All forms containing specific details of a fine or penalty sent to the public will be completely bilingual.

## 7. COMMUNICATING BY TELEPHONE

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**7.1.** North Wales Police and the Police and Crime Commissioner welcome telephone calls in Welsh and English.

All public calls made to published external Force numbers and internal calls to the Control Room will be greeted bilingually, first in Welsh and then in English. Staff will demonstrate linguistic courtesy and sensitivity when responding to Welsh calls and facilitate language choice.

If the caller wishes to speak Welsh, and the employee who answers cannot speak Welsh, the call will be redirected to a Welsh speaker. If there is no Welsh speaker available, arrangements will be made for a Welsh speaking member of staff to return the call as soon as possible. Consideration will always be given to the nature and importance of the call.

**7.2.** Welsh speakers will be available in the Control Rooms/Force Call Centre to deal with members of the public using the 101 or 999 service who speak in Welsh.

**7.3.** The Operational Support Service will provide instructions for staff on how to respond appropriately to phone calls from the public.

**7.4.** All answering machines on external telephone numbers published by North Wales Police and the Police and Crime Commissioner for direct access for the public will have a bilingual message.

**7.5.** Welsh speaking staff will be identified in each policing area/department and a database of their details will be kept. This allows the policing areas/departments to give appropriate attention to redirected calls in accordance with the wishes of the caller or in order to ensure that someone returns the call if there is not a Welsh speaker immediately available.

**7.6.** All staff who respond directly to external telephone calls will treat those calls in accordance with the guidance in this section.

## 8. PUBLIC MEETINGS

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- 8.1.** All members of the public who attend North Wales Police or North Wales Police and Crime Commissioner meetings will be welcome to speak in Welsh or English. Public advertisements, invitations and other papers describing arrangements for public meetings will explain that this is possible.
- 8.2.** The Force Translation Unit will provide translation facilities in all public meetings as a matter of course unless information is given beforehand that those present in the meeting will use only Welsh or only English.
- 8.3.** The principle of providing a language choice or responding positively to a request for a Welsh contribution will also be relevant in local council meetings and presentations and talks held in educational establishments and in the community. The Force will provide Welsh speaking staff for the purpose of addressing schools, societies, youth groups etc on matters that are of policing interest in accordance with the wishes of the establishment/group.
- 8.4.** In accordance with the aspiration of the Force and Police and Crime Commissioner to make more use of the Welsh language as an internal business language those who chair meetings are encouraged to open and close internal meetings bilingually in order to give equal status to both languages.
- 8.5.** In every public meeting or conference held by North Wales Police and the Police and Crime Commissioner the chairperson of the event will open the discussions with a bilingual greeting. Participants will also be told that translation facilities are available and that contributions can be made in their chosen language.
- 8.6.** We will ensure that those responsible for representing the Force or Police and Crime Commissioner in any external meetings or presentations offer the choice of providing the service either in Welsh, in English or bilingually and respond positively to a request to have the service in Welsh.

## 9. OTHER CONTACT WITH THE PUBLIC

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- 9.1.** All members of the public who wish or who are required to discuss any matter face to face with North Wales Police or Police and Crime Commissioner will be welcome to do so through the medium of Welsh or English.
- 9.2.** We will provide for individuals who wish to speak Welsh in meetings. Bilingual advertisements and posters will be placed in public positions in police stations and police buildings to draw attention to these facilities.
- 9.3.** In all other communication medium, North Wales Police and Police and Crime Commissioner have undertaken to communicate with the public in their chosen language.
- 9.4.** When an individual is interviewed during an investigation, North Wales Police will inform the individual orally regarding the right to have the interview conducted in Welsh or English according to the wishes of the individual. A record of the decision will be kept and transferred to other relevant partners to ensure that the language choice of the individual is respected. If no Welsh speaking employee is available, arrangements will be made to obtain the presence of one.
- 9.5.** Staff who are able to speak Welsh or who are learning will be encouraged to greet the public bilingually at the commencement of any meeting or conversation in order to facilitate language choice.
- 9.6.** Staff will respond positively to a request for Welsh language service and facilitate the process if they do not speak Welsh themselves.
- 9.7.** Custody staff will inform individuals orally about their right to be interviewed in Welsh or English in accordance with their wishes. A record will be made that a language choice was offered, and a record will be made of the response of the individual. The language choice will be transferred to other Criminal Justice partners as part of the responsibility of North Wales Police to facilitate language choice in the Criminal Justice Sector.

# 10. THE PUBLIC FACE OF NORTH WALES POLICE

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## Corporate Identity

**10.1.** The corporate identity of North Wales Police and the Police and Crime Commissioner will be fully bilingual.

All documents and signs for public use will be in both languages. All documents will respect the principle of the equality of both languages in that they will be equal in terms of format, size, quality, legibility and prominence.

**10.2.** When charge sheets are centrally prepared, all details about location/nature of the offence will appear bilingually.

**10.3.** Any new document that will be in the public domain will also be bilingual. A Welsh version will appear either above or to the left of the English version on any signs or notices.

**10.4.** Signs will be displayed in public areas such as front counters in police stations, in reception areas of buildings and custody suites stating that a bilingual service is available.

## Signs

**10.5.** All North Wales Police's external and internal signs will be bilingual.

**10.6.** All signs will respect the principle of the equality of both languages in that they will be equal in terms of format, size, quality, legibility and prominence.

**10.7.** All other public signs which fall within the responsibility of North Wales Police will likewise be bilingual e.g. temporary road, electronic or computerised signs, appeals for information, accident, stop and slow signs.

**10.8.** It is the responsibility of policing areas/departments to identify lapses in signage and notify the Force Facilities Department.

# 11. PUBLICATIONS AND WRITTEN MATERIAL (INCLUDING ELECTRONIC VERSIONS)

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## 11.1. External Documents

All North Wales Police and Police and Crime Commissioner publications and written material (including electronic versions) for use of the public will be bilingual.

The methodology which appears in Appendix A shows which items will always be bilingual and which items will usually appear in one language only. Work has to be prioritised and translation resources used for the most important items.

**11.2.** Internal documents will not be translated at the expense of documents for the public domain. The guidelines in Appendix A will be used to prioritise between internal and external items.

**11.3.** Where possible, all public documents will contain both Welsh and English versions. The Welsh text will appear above or to the left of the English text. Where this is not practicable due to printing difficulties, the English and Welsh version will be published and distributed simultaneously.

The Welsh version of a document will not be greater in price than that of the English version and will be of equal quality.

When a single language version of a document or form is produced, it will carry a message confirming the document or form is available in the other language.

**11.4.** North Wales Police and Police and Crime Commissioner utilize documents published centrally e.g. by bodies such as the Home Office, which are circulated to the public. North Wales Police and the North Wales Police and Crime Commissioner will encourage other Welsh Forces to support requests to the Home Office and other government agencies to recognise the existence of two official languages in Wales and the need to create and produce bilingual processes and literature.

## 11.5. Internal Documents

The Force and Police and Crime Commissioner are keen to see more use of the Welsh language as an internal business language. Staff responsible for producing items for internal use should consider opportunities to include both languages, especially in general information circulars, items that require a personal response from staff such as surveys and questionnaires and posters that will be on display on notice boards or in offices.

## 12. FORMS AND EXPLANATORY MATERIAL

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**12.1.** Forms and explanatory printed material for the public in Wales will be fully bilingual. In exceptional circumstances, it may be necessary to produce separate Welsh and English forms/leaflets but every effort will be made to keep this to a minimum.

**12.2.** Where it is impossible or impracticable to publish a document containing both languages, the Welsh and English versions will be issued simultaneously and will be equally available in offices and other distribution points. The documents will also carry a message confirming that the material is available in the other language. When a publication is available in just one language it will not be published until it has been prepared ready for publication in both languages.



## 13. PRESS RELEASES

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North Wales Police and the Police and Crime Commissioner will consult with the press and media in order to identify their preferred language(s) for receipt of press releases, whether Welsh or English only, or bilingually. A record of preferences will be kept in the Media Liaison Office. Data will be reviewed and updated annually.

# 14. PUBLICITY CAMPAIGNS, PUBLIC NOTICES AND RECRUITMENT ADVERTISING

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**14.1.** North Wales Police and the Police and Crime Commissioner are committed to conducting advertising and publicity initiatives in Wales bilingually whatever form they take (e.g. posters, information bulletins, leaflets, surveys, exhibitions, display stands, newspapers, radio, television, cinema, video, CD, DVD and audio tapes).

**14.2.** Publicity campaigns, public notices and employee recruitment advertising in publications distributed mainly or wholly in Wales will be bilingual in English language papers and Welsh only in Welsh language papers.

**14.3.** North Wales Police and the Police and Crime Commissioner will conduct advertising and publicity activities in Wales bilingually, in a way that treats the two languages on a basis of equality. Official notices, public notices and recruitment advertisements will appear in Wales with the Welsh and English version shown together and equal in terms of format, size, quality, legibility and prominence, whether in the press or on notice boards or otherwise.

- All publicity literature for use in Wales will be produced in Welsh and English
- Press advertising campaigns in Wales will be run in Welsh and English
- Television and radio publicity campaigns and information bulletins broadcast to the public in Wales will be in Welsh and English
- Advertising on posters and hoardings and use of electronic messages in Wales will be in Welsh and English
- Public surveys in Wales, whether conducted through the post, from door-to-door, on the street or otherwise, will be conducted bilingually
- Direct marketing campaigns will be run in Welsh and English
- Response mechanisms related to publicity activities and marketing in Wales will allow communication through the medium of Welsh or English
- Information display stands for the public in Wales will be bilingual

**14.4.** When it is necessary to quote contact telephone numbers on any publicity literature, the appropriate numbers for the Welsh and English lines will be included.

**14.5.** Recruitment notices in all UK English language publications (e.g. Police Review) will appear in English unless:

- the ability to speak Welsh is essential
- it would be of benefit to advertise bilingually to attract Welsh speakers from all over the UK.

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**14.6.** Recruitment notices in all UK English language publications will refer to the bilingual nature of the Force area.

**14.7.** Any public notices or recruitment advertising placed elsewhere in Wales will be bilingual.

**14.8.** All information to be placed on the Force and Police and Crime Commissioner's websites will be bilingual (subject to the provisions of Appendix A).

**14.9.** Staff responsible for preparing publicity campaigns should plan bilingually and should consider the need to show linguistic and cultural sensitivity in the artwork.

**14.10.** Any body or group entering into partnership with North Wales Police or the Police and Crime Commissioner for publicity reasons will need to conform to the Force and Police and Crime Commissioner Welsh Language Scheme.

**14.11.** The paragraph below will appear in any correspondence to external candidates for posts with the Force or the Office of the Police and Crime Commissioner:

“Please note that in accordance with the North Wales Police and North Wales Police and Crime Commissioner Welsh Language Scheme, all appointments will be subject to successfully demonstrating basic skills in the Welsh language. In reality this means pronouncing place names accurately and having the ability to meet and greet and show basic linguistic courtesy. Posts that require a higher skill level will stipulate this requirement.”

# 15. IMPLEMENTATING THE POLICY

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## Employment, Recruitment and Training

**15.1.** The Force and Police and Crime Commissioner aim to be bilingual organisations. At present the Force does not have enough staff with the ability, the confidence and the willingness to speak Welsh in order to ensure language choice in its provision of services to the public. However, the Force is committed to trying to increase the recruited number of bilingual staff and to publicise that fact.

We have produced a series of 'Introduction to Welsh' CDs as a 'self learn' resource to assist non Welsh speaking staff and potential staff to acquire basic spoken skills. The CDs are available to all new and current staff. The content and the script are also available electronically on the Force website.

**15.2.** The Force is keen to ensure that all new staff and established staff have at least a basic ability in the Welsh language in order to demonstrate linguistic courtesy and language sensitivity. Welsh language protocols have been developed in order to achieve this (Appendix D). This has been undertaken in order to change the Force's linguistic profile and bilingual capacity in a planned way. In accordance with current policy all new staff will be expected to be able to demonstrate a basic knowledge of spoken Welsh as a minimum before joining. If required, the Force will provide a copy of its 'Introduction to Welsh' CD 1 and 2 to potential staff in order to assist them to obtain this knowledge. It is also expected that individuals will also take personal responsibility to achieve the objective.

**15.3.** In addition, new staff who do not speak Welsh are expected to enhance their basic spoken Welsh language skills to the next level during their probationary period before receiving confirmation of their appointment to their posts. Staff who already speak Welsh will be expected to confirm and extend skills in accordance with the needs of the individual and their specific role and the organisation. Relevant language training and support will be provided during duty time in order to assist staff to fulfil this requirement. It is also expected that individuals will take responsibility to achieve the objective. Job descriptions will be drawn up as required.

**15.4.** It is considered a matter of leadership that our supervisors and managers are able to demonstrate basic linguistic courtesy in Welsh as a minimum. As part of our work to enhance the bilingual capability of the Force all staff will be required to demonstrate this skill in order to be eligible for promotion as outlined in our Welsh language protocols. Staff will be supported to attain this level by the provision of the Force level 2 'Introduction to Welsh' CD 2 and appropriate language courses that they will be able to attend during duty time.

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**15.5.** Furthermore, it is considered a matter of leadership that the Police and Crime Commissioner and Deputy Police and Crime Commissioner are also able to demonstrate basic linguistic courtesy in Welsh as a minimum. In an effort to enhance the role of the Police and Crime Commissioner as the bridge between the community and the Force, all staff of the Office of the Police and Crime Commissioner will be required to demonstrate this skill. Staff will be supported to attain this level and will be encouraged to develop their skills further.

**15.6.** We will continue to try to recruit more staff who are able to speak Welsh or who are learning and have the other relevant skills to fulfil the duties of the post. Part of this process is cultivating and maintaining contact with Welsh organisations and societies. We will ensure that there is sufficient investment for recruitment campaigns and that sufficient employee resource exists to achieve the objective.

**15.7.** Explaining the background, aims and objectives of the Welsh Language Scheme is critical to introducing a cultural change in the Force. All new staff receive a presentation on the expectations of the organisation as part of any induction course for new staff. Language awareness sessions will also be provided during management skills development courses and courses for staff who have regular contact with the public.

**15.8.** The Force acknowledges that ability in Welsh is a skill. In order to measure this skill it has produced an internal Welsh Language Competency Framework. This Framework will be used to assess Welsh language competency levels. The framework and explanatory notes can be seen in Appendix C. Applicants for posts will be informed of the appropriate competency level required. The Welsh Language Competency Framework is provided to enable staff to identify and record their current Welsh skills level as part of the annual appraisal process. The emphasis will be placed on the ability and willingness of the employee to use language skills in work. It will be used every time it is needed to identify Welsh language competency levels.

**15.9.** Where necessary, and in order to achieve a stated aim, i.e. provision of language choice to the public, North Wales Police and the Police and Crime Commissioner identify those workplaces and posts where there is an expectation of a specific level of ability to speak Welsh to level 3 or above as denoted in the Welsh Language Competency Framework. The Force will research ways of measuring the required level of Welsh language skill for each post. Some posts will require a higher level of skill (level 4 or 5) due to the nature of their responsibilities.

The Force Human Resources Department have ownership and strategic supervision over the process of identifying the Welsh language ability level requirements for all posts.

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**15.10.** Staff who need or wish to learn Welsh or to improve their ability in the Welsh language will be supported. Priority will be given to posts that come into regular contact with the public. Learning and training programmes will be arranged which focus on workplaces and posts. Where there is a business case to invest in staff attending language training courses or organised Welsh language development events, they will be held during duty time and policing areas/departments will be responsible for any fees.

**15.11.** Welsh language training will be given the same status as any other training in the Force. Processes that are part of Performance Development Review (PDR) will be used to identify staff training needs. If the need for Welsh language training is raised/identified, or if a member of staff indicates a desire to learn Welsh this will be noted by the policing area/departmental Human Resources Manager. As is the case with any training, it will be the responsibility of line managers to nominate staff to attend courses and to facilitate and monitor attendance as well as show an interest in the development of the individual.

**15.12.** We will encourage all non Welsh speaking staff to develop a basic ability in spoken Welsh in order to be able to demonstrate linguistic courtesy to the public and colleagues. Staff will be supported to develop this skill by appropriate means.

**15.13.** If a non Welsh speaker is appointed to a post that has been identified as requiring a specific level of Welsh, the individual who is appointed will be expected to learn the language to the expected level within an agreed period. Post contracts will be adapted to include this requirement. If the learning target is not achieved within the specified period, the performance of the member of staff will be reviewed in accordance with the employment contract. The Human Resources Department will be responsible for supervising and monitoring this process.

**15.14.** When an individual is interviewed for a post that has been identified as requiring an ability to converse confidently in Welsh (Level 3 or higher), the interview will be conducted in Welsh and in English. The interview panel will include at least one Welsh speaker. The Welsh ability of the applicant will be assessed as part of the interview process.

**15.15.** Where appropriate, vocational Welsh language training will be offered to staff.

**15.16.** The Force and Police and Crime Commissioner will continue to ask the College of Policing and the Home Office to provide staff selection procedures and promotion examinations through the medium of Welsh as well as English.

**15.17.** The principles of this policy will be considered when preparing the Human Resources strategy.

## 16. GOVERNANCE

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**16.1.** The Chief Constable and the Police and Crime Commissioner are fully committed to achieving the principles described in this policy.

**16.2.** The Force and the Police and Crime Commissioner give a commitment to integrate Welsh language aspects of the organisation's services within its normal administrative process. When plans for any new project are presented to the Force and Police and Crime Commissioner for approval, they will be assessed to ensure that they conform to the Welsh Language Scheme.

**16.3.** Adherence of the Welsh Language Scheme and completion of the objectives in its Implementation Plan (Appendix B) is included as an objective in the Annual Policing Plan which details the main organisational direction.

**16.4.** The specific responsibility for ensuring that the Welsh Language Scheme is implemented falls with the Chief Constable who is responsible for the Welsh Language portfolio.

**16.5.** It is the responsibility of all Policing Commanders and Heads of Department to circulate details of the Scheme and ensure that all staff are aware of the requirements.

**16.6.** The Welsh Language Services Department shall be centrally responsible for the dissemination of information, instructions, guidance and support in relation to this policy.

**16.7.** The Force and Police and Crime Commissioner acknowledge that providing language choice and demonstrating linguistic sensitivity plays a significant part in ensuring customer care and satisfaction.

**16.8.** Any new Chief Officers/members of the Office of Police and Crime Commissioner will be required to attend a Welsh Language awareness and sensitivity session as part of their induction course.

## 17. INFORMATION ABOUT THE SCHEME

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Advice and guidance regarding the content and requirements of the Scheme is available for all managers and staff and the Office of the Police and Crime Commissioner from the Head of Welsh Language Services. Useful guidance and advice is also available on the Force Welsh language Intranet site.



# 18. SERVICES GIVEN ON BEHALF OF NORTH WALES POLICE BY OTHER PARTIES

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**18.1.** When fulfilling statutory functions and those that regulate the provision of services to the public, the Force and Police and Crime Commissioner will:

- i) Encourage third party organisations that provide a service to the public to use Welsh when delivering a service.
- ii) Refer the organisation to the Welsh Language Scheme and the good practices that are established in it and to include measures regarding use of the Welsh language in service agreements, service licenses or other regulatory documents in order to offer guidance and support to organisations.

**18.2.** We work in partnership with other public bodies, organisations from the voluntary sector and other agencies. We will work at a variety of levels when cooperating with others:

- i) When we are leading a partnership, strategically and financially, we will ensure that the public provision conforms to the Welsh Language Scheme.
- ii) When we join a partnership that another body leads, our contribution to the partnership will conform to the Welsh Language Scheme and we will encourage other parties to conform.
- iii) When we act as part of a consortium, we will encourage the consortium to adopt a Welsh language policy. When acting publicly in the name of the consortium we will act in accordance with the Welsh Language Scheme.

When we join or form a partnership, we will ask other potential partners about their Welsh Language Scheme, Welsh language policy or the way in which they intend to act bilingually. In all partnerships, we will offer advice and support to other parties that form the partnership.

We will prepare guidelines to those who enter into partnerships explaining the responsibilities in accordance with the Welsh Language Scheme and explain how staff should go about attributing the expectations of the Welsh Language Scheme into the work of the partnership.

**18.3.** Where computer systems are utilised to produce any public documentation, they must have the facility to produce both Welsh and English documentation of the same quality.

**18.4.** The coordinators of any joint project with other agencies/bodies must ensure that the project complies with the Force's and Police and Crime Commissioner's Welsh Language Scheme. This will include providing services to the public and producing explanatory/promotional literature.

# 19. MONITORING THE IMPLEMENTATION OF THE SCHEME

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**19.1.** The Chief Constable will hold structured quarterly reviews on the performance of the Force in relation to the Scheme. By requesting reports from those with primary responsibility this will ensure that the appropriate areas receive due attention.

## **19.2. Policies and Procedures**

All staff are responsible for ensuring that new policies and procedures comply with the provision of bilingual services on an equal basis.

## **19.3. Service Provision**

The Force and Police and Crime Commissioner will continuously monitor the organisation's service provision in languages, their effectiveness, and how good the organisation is at encouraging the use of the Welsh language by other parties by the Welsh language Performance Indicators (Appendix B).

The Head of the Force Welsh Language Services Department will be responsible for monitoring policing areas/departments' compliance with the Welsh Language Scheme day-to-day with the support of the Chief Constable.

**19.4.** Any research regarding public satisfaction with the service provided by the police will include reference to the ability to receive a Welsh language service.

**19.5.** At present, neither the Home Office nor Her Majesty's Inspectorate of Constabulary give any consideration to the existence of two official languages in Wales when an inspection is undertaken. The Force and Police and Crime Commissioner will continue to challenge this attitude in order to ensure that its investment and effort is acknowledged as part of the Force and Police and Crime Commissioner approach to Equality and Diversity in its area.

## **19.6. Dealing with Welsh speaking members of the public**

The Force and Police and Crime Commissioner will monitor response times in respect of Welsh language letters, the standard of the simultaneous translation service and arrangements for conducting bilingual meetings with the public and partnerships.

Welsh language and language choice considerations in both official languages will be mainstreamed into all the Force and Police and Crime Commissioner's systems and quality assurance processes.

## **19.7. The Organisation's Public Image**

The Force and Police and Crime Commissioner will monitor the use of bilingual publications, forms, signs, notices and other published material as well as ensure the dissemination of the corporate identity. Any corporate features will use both languages and the Welsh will appear above or to the left of the English. The policing area/ Departmental Head will be responsible for monitoring use of bilingual materials.

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## **19.8. Employment**

The Force and Police and Crime Commissioner will monitor the employment and training measures described in the Welsh Language Scheme.

The ability, confidence and willingness of staff to provide services in both languages will be mainstreamed into all the Force's Human Resources processes and systems. The Force's corporate Human Resources Department will co-ordinate and ensure compliance by policing area/departmental Human Resources managers. Appropriate reports on this are produced and provided at the request of the Force Welsh Language Group and Police and Crime Commissioner.

## 20. TIMETABLE

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The objectives of our Welsh Language Scheme as well as annual performance against these objectives are published on the Force website.

The Force and Police and Crime Commissioner will monitor achievement against targets in accordance with the description in the implementation timetable within our Welsh Language Scheme.

## 21. AGENTS AND CONTRACTORS

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The Force and Police and Crime Commissioner will monitor the provision and administration of services by agents and contractors (including commissioned services) in order to ensure compliance with the Scheme.

## 22. COMMENTS AND COMPLAINTS ABOUT THE WELSH LANGUAGE SCHEME

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**22.1.** As part of the Force and Police and Crime Commissioner quality of service programme, consideration will be given to what the Welsh speaking public have to say about the range and quality of the service provided by the Force and the Office of the Police and Crime Commissioner.

**22.2.** As with every complaint in respect of North Wales Police, the Chief Officer responsible for complaints will be responsible for monitoring the frequency and the nature of the complaints in respect of the Force and the Police and Crime Commissioner's Welsh language service. Complaints relevant to the Language Scheme will be treated in accordance with the Police Reform Act 2002 and the Independent Police Complaints Commission (IPCC) Statutory Guidance.

**22.3.** North Wales Police and Police and Crime Commissioner will welcome and record suggestions to improve the provision of Welsh language services. Suggestions should be presented to the Chief Constable at Force Headquarters, Glan-y-Don, Colwyn Bay. The Force Welsh Language Group will consider these suggestions and, if it is considered that they are relevant and merit adoption, they will be included in our policies. The individual who sent the suggestion will be informed about developments.

## 23. REPORTING

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North Wales Police will prepare an Annual report for the Welsh Language Commissioner in a form that has been approved by the Welsh Language Commissioner, describing developments regarding implementing measures in the Scheme against schedules and against agreed standards. It will also include an analysis of the number and the nature of complaints or suggestions regarding improvements from the public in relation to Welsh Language matters.

## 24. PUBLICITY FOR THE WELSH LANGUAGE SCHEME

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**24.1.** The Force and Police and Crime Commissioner will raise employee awareness about the existence of the Welsh Language Scheme and its aims and objectives. Welsh language awareness training sessions will be used as part of other training plans and internal procedures to distribute information.

**24.2.** Traditionally, the public in Wales have been used to dealing with the representatives of authority through the medium of English. North Wales Police and Police and Crime Commissioner will work consistently to change this attitude. Part of this will be ensuring that access to a Welsh language service is as easy as access to an English language service. Publicity will be sought in the media and through leaflets and campaigns about positive developments regarding the implementation of the Welsh Language Scheme.



# APPENDIX A Guidance on which documents should be bilingual (or in English and in Welsh)

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## Category A items: to be bilingual (or in Welsh and in English)

Advertisements	Recruitment literature
Booklets	Job application forms and packs
Brochures/leaflets	Newsletters which are aimed at the public
Forms for the public	Questionnaires/surveys for the public
Items for public display e.g. stickers, posters, passes, warning notices	Force Welsh Language Group agendas and minutes
Annual reports	Statistical bulletins and releases
Police and Crime Commissioner papers	Business cards
Police and Crime Commissioner Meeting Agendas and minutes	Consultation documents which are aimed at the public
Standard letters	Displays for the public
Publicity material	

## Category B items: items which might be bilingual depending on circumstances

Internal newsletters	Presentations
Research papers	Strategies
Reports	Annexes to Police and Crime Commissioner papers
Internal consultation documents	Circulars
Press notices	

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**Category C items: will usually be monolingual**

Accounts (unless they form part of annual reports)	Internal information released generally under Freedom of Information
Conference handouts supplied by other bodies or individuals	Working drafts
Contract documentation (except on request or in specific situations)	Internal documentation
Historical/archive information	

## Some guidelines

Considerations		
Target audience	Members of the public where there is a well-known and established demand for Welsh language material  - <i>Category A</i>	Specialists within sectors or specific sectors where demand for Welsh language material is minimal  - <i>Category C</i>
Will the item be shared or discussed internally by other organisations?	Yes  - <i>Category A</i>	No  - <i>Category C</i>
Demand/likely interest from the public or preponderance of Welsh speakers amongst those interested	High (interest amongst general public in North Wales or particular interest for Welsh speakers)  - <i>Category A</i>	Low (specialist groups)  - <i>Category C</i>
External Status/profile	Yes  - <i>Category A</i>	None  - <i>Category C</i>

*Category A – These documents should and will be bilingual*

*Category C – English only at present but might be re-designated in future.*

**Note: It is inevitable that the above will not encompass every sort of document. Staff should apply judgement in ensuring that they choose a suitable category on a comparative basis when assessing whether items should be bilingual. If there is any uncertainty guidance should be sought from the Force Welsh Language Services Department.**

# APPENDIX B

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## NORTH WALES POLICE FORCE AND POLICE AND CRIME COMMISSIONER WELSH LANGUAGE SCHEME - TARGETS & PERFORMANCE INDICATORS

### Service Planning and Delivery

#### Guideline 3 – New Policies and Initiatives

##### Target

North Wales Police and the Police and Crime Commissioner will mainstream the Welsh language into all Force policies by drawing up a structured policy mainstreaming programme to be completed during the lifetime of this scheme.

**PI 1** % of new and revised policies and initiatives that have mainstreamed the Welsh language.

##### Target

An increase of the use of Welsh as an internal business language.

**PI 2** % of management meetings (chaired by an ACPO member) in Welsh.

#### Guideline 4 – Service Provision

##### Target

That North Wales Police and the Police and Crime Commissioner communicate the requirements of the Language Scheme clearly whilst ensuring that the language is an integral part of service provision by others and that compliance will be monitored including (i) all third party organisations, (ii) partnerships and (iii) when providing sponsorship.

##### Publishing Performance Information

**PI 3**

- a) % of all third party organisations that were monitored and whose provision is in accordance with the requirements of the Language Scheme.
- b) % of all partnerships that were monitored and whose provision is in accordance with the requirements of the Language Scheme.
- c) % of organisations/bodies which receive sponsorship from the Force which were monitored and whose provision is in accordance with the requirements of the Language Scheme.

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## **Dealing with the Welsh speaking public**

### **Guideline 6**

#### **Target**

Sufficient number of staff on duty at any time in the control room and custody areas to guarantee language choice.

- PI 4** a) % of control room staff who are bilingual (level 4 and above) in order to guarantee language choice.  
b) % of custody staff who are bilingual (level 4 and above) in order to guarantee language choice.

#### **Target**

100% of counter personnel at staffed police station counters and all public reception desks across the Force area to be bilingual (level 3 or above).

- PI 5** a) % of counter personnel at level 3 or above at staffed police station counters across the Force  
b) % of personnel at level 3 or above at public reception desks across the Force

#### **Target**

Language choice in training and development.

- PI 6** % of training courses conducted through the medium of Welsh.

#### **Target**

All new staff joining North Wales Police to be able to demonstrate basic Welsh the required level of Welsh language skills by the end of their respective probationary periods in accordance with current policy.

- PI 7** % of new staff able to demonstrate the required level of Welsh language skills by the end of their respective probationary periods.

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## **Implementing and Monitoring the Scheme**

### **Guideline 8**

#### **Target**

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 requirement to provide quality services.

**PI 8** % 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.

**PI 9** The % of staff who are able to speak Welsh

- according to division/department
- according to rank/post/grade

**PI 10** Comparison between % of Welsh speakers in the community and % recruited to work in the police force

- according to police, police staff roles, volunteers and the extended police family
- according to divisions/departments/the Force as a whole

#### **Target**

To define role specific Welsh language competency levels for all posts commensurate to their direct contact with the public (Level 1 – 5).

**PI 11** % of all posts within the Force that have direct contact with the public that conform to the agreed Welsh language competency level (Level 2 – 5).

**PI 12** % of complaints in relation to the operation of the Scheme resulting in a change to policy/procedure.

### **Other Statutory requirements**

#### **Publicity – Section 12(2)(b) Welsh Language Act 1993**

#### **Target**

To promote specific services that are provided through the medium of Welsh so that Welsh speakers have the choice of being able to use them.

**PI 13** % of use of specific Welsh language services

- a) Welsh Language Line
- b) Police officer recruits opting for the final interview through the medium of Welsh

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## WELSH LANGUAGE SERVICE STANDARDS

### Dealing with the Welsh speaking public

#### Guideline 6

##### Statement

North Wales Police and the Police and Crimes Commissioner will work towards ensuring guaranteed language choice in all recruitment processes. In relation to the recruitment of police officers and Police Community Support Officers, police forces in Wales are awaiting the outcome of discussion with the Home Office and the College of Policing.

##### Statement

All new staff joining North Wales Police will be able to demonstrate basic Welsh language skills and courtesy on appointment, as a minimum.

### North Wales Police Public Image

#### Guideline 7

##### Publishing Information on Performance

##### Statement

All corporate external and internal signs (including temporary signs) will be erected in accordance with the measures in the Language Scheme.

### Implementing and Monitoring the Scheme

#### Guideline 8

##### Statement

All new entrants to North Wales Police and new members of the Office of Police and Crime Commissioner to receive language awareness training as part of their induction programme.

# APPENDIX C Welsh Language Competency Framework

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## 1. Framework

### 1.1. Elements

- To show linguistic sensitivity and awareness
- To show a willingness to learn Welsh and to use it in the workplace
- To understand Welsh
- To facilitate language choice on the part of the customer
- To speak Welsh
- To write in Welsh (where appropriate)
- An ability and **willingness** to use Welsh at work with the public

**1.2.** The levels will give an indication of current competence ranging from level 0 (no appreciable Welsh language skills) to level 5 'proficient' (competent, confident and willing to use Welsh with the public in the course of duties).

### 2. Competency Framework illustration:

The levels are defined by a series of 'can-do' statements which:

- Define levels of ability in terms of what language users can typically do at each level of the framework
- Make it easier of users to understand what each level means in relation to what language users actually do.



Some ways of using Welsh in the Force	Level 1	Level 2	Level 3	Level 4	Level 5
<b>In an office</b>	Can say place names/Welsh first names or Welsh signs correctly. Can recognise departments/locations/ranks in Welsh. Can greet and introduce others in Welsh.	Can understand the essence of a conversation in Welsh. Can convey basic information e.g. simple admin. or routine tasks.	Can understand much in the office or in meetings. Can take and pass on messages likely to require attention during a normal working day.	Can contribute effectively in meetings within own area of work and argue for or against a case.	Can interview Welsh speaking applicants for posts and assess their suitability.
<b>Police Officer duties</b>	Can show linguistic courtesy by opening and closing a conversation. Can give, and receive personal details. Can say place names/first names or Welsh signs correctly.	Can Understand the essence of a request from the public and respond to simple requests. Can give and receive instructions and directions.	Can converse partly in Welsh but turns to English in discussion and to give detailed information. Can describe people and locations.	Can deal with the public in most situations in Welsh but turns to English when using policing/technical terminology.	Can deal effectively with complex enquiries from the public or confrontations in Welsh. Can interview or question in the course of an investigation in Welsh.
<b>Police Station Counter / Reception/ On the phone</b>	Can provide bilingual greeting appropriate to location. Can greet visitors and enable language choice.	Can understand requests for assistance and responds in Welsh to simple requests. Can use Welsh to transfer calls.	Can respond to general enquiries over the phone and face to face. Can take details or make a note from Welsh conversation.	Can deal with enquiries effectively. Can understand dialect differences.	Can deal with complex or sensitive enquiries or complaints from the public and deal confidently with hostile questions.

Some ways of using Welsh in the Force	Level 1	Level 2	Level 3	Level 4	Level 5
<b>Public Meetings/ Talking to the Media</b>	Can open and close meetings and welcome participants bilingually.	Can introduce oneself and others by name, rank, role, and location/organisation. Can contribute in a meeting partly in Welsh.	Can converse or present in part in Welsh but turns to English when discussing detail of core business, answering questions or using complex information.	Can chair a meeting and respond to questions in Welsh. Can describe a situation or event in Welsh, but turns to English for technical or policing terms.	Can provide Welsh Language presentations. Can answer complex or hostile questions in Welsh to the extent that he/she has the necessary specialist knowledge.
<b>Writing</b>	Can write a simple routine request to a colleague, such as 'Can I have.... please?'	Can write a short note of request to a colleague or known external contact.	Can write informal internal memos, e-mail messages and deal with routine requests.	With editorial help, can write business letters, e-mails and posters for external customers.	Can write reports and presentations and make full and accurate notes in a meeting.

# APPENDIX D

## Implementation Plan – Working Towards a Bilingual Organisation

	Section	Action	Target Date	Responsibility
	<b>3</b>	<b>Planning and delivering services</b>		
<b>1</b>	3.3	Divisions and departments and the Office of the Police and Crime Commissioner to ensure full compliance with the requirements of this Scheme and Language Strategy in all its work.	Continuous	ACPO; Heads of Departments; Divisional/ Departmental Welsh Language Co-ordinators; Head of Welsh Language Services Department; Police and Crime Commissioner
<b>2</b>	3.3	Ensure that new policies and policies which are subject to annual review include appropriate clauses which ensure compliance with both Welsh Language Scheme and Language Strategy. Monitor compliance of policies with Welsh Language Scheme.	Continuous	Policy Manager; Head of Welsh Language Services Department; Police and Crime Commissioner
<b>3</b>	3.3	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.	Continuous	Head of Change, Corporate Services; Project Managers
<b>4</b>	3.4	Divisions 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.	Continuous	Heads of Departments
<b>5</b>	3.5	Ensure that an up to date copy of the Welsh Language Scheme and new guidelines are available to all staff through appropriate channels, including the Force Intranet.	Continuous	Divisional/Departmental Welsh Language Co-ordinators; Head of Welsh Language Services Department

	Section	Action	Target Date	Responsibility
	<b>4</b>	<b>Service Delivery</b>		
<b>6</b>	4.4	Ensure that current lists of Welsh speakers are available for internal use in order to respond to requests for a Welsh Language service and that staff know how to get support when it is needed.	Continuous	Divisional/Departmental Welsh Language Co-ordinators
<b>7</b>	4.5	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.	Continuous	ACPO; Divisional/ Departmental Welsh Language Co-ordinators; Welsh Language Services Department; Police and Crime Commissioner
	<b>5</b>	<b>Welsh service standards</b>		
<b>8</b>	5.1	Ensure equal standard of service in both languages.	Continuous	ACPO; Divisional Commanders/Heads of Departments; Police and Crime Commissioner
<b>9</b>	5.3	Encourage Welsh speakers in the Force to draft documents/letters etc in Welsh first, and, if necessary, send drafts to the Translation Unit to be checked and edited/proof read.	Continuous	Welsh Language Services Department; Police and Crime Commissioner
<b>10</b>	5.4	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.	Continuous	Divisional/Departmental Welsh Language Co-ordinators; Welsh Language Services Department;
<b>11</b>	5.6	Include information about the linguistic situation in any area in North Wales in every Community Beat Manager's and Police Community Support Officer's beat profile. This information to be updated whenever a new officer takes over the beat. Record of the information to be kept on Divisions.	Continuous	Territorial Inspectors

	Section	Action	Target Date	Responsibility
	<b>5</b>	<b>Service Delivery</b>		
<b>12</b>	5.9	Encourage other Welsh Forces and Police Authorities to share good practice and to work together on projects in the interest of their various Welsh Language Schemes and maintain an all Forces Welsh Language Working Group.	Continuous	ACPO; Welsh Language Services Department; Police and Crime Commissioner
	<b>6</b>	<b>Providing services to the public in North Wales</b>		
<b>13</b>	6.4	Keep a current record of the names of those who have expressed a wish to receive written correspondence through the medium of Welsh.	Continuous	Divisional/Departmental Business Partners
<b>14</b>	6.5	Ensure that staff contact details on e-mail messages are fully bilingual	Continuous	Divisional/Departmental Business Partners; Divisional/Departmental Welsh Language Co-ordinators
<b>15</b>	6.5	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.	Continuous	Divisional/Departmental Business Managers; Design and Print services
<b>16</b>	6.6	Provide information to staff on how to make full use of the services of the Translation Department.	Continuous	Welsh Language Services Department
<b>17</b>	6.7	Nominate specific members of staff who would benefit from having CYSGLIAD or any other relevant Welsh language software which would facilitate the ability of individual members of staff to produce correspondence in the medium of Welsh. iGroup to arrange for these members of staff to be provided with the software.	Continuous	Divisional/Departmental Business Managers; Head of iGroup

	Section	Action	Target Date	Responsibility
	<b>7</b>	<b>Communication by telephone</b>		
<b>18</b>	7.4	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.	Continuous	Head of Operational Support Services
<b>19</b>	7.6	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.	Continuous	Departmental Heads
	<b>8</b>	<b>Public Meetings</b>		
<b>20</b>	8.3	Ensure that members of staff responsible for representing the Force or the Office of the Police and Crime Commissioner in any external meetings or presentations offer 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.	Continuous	Departmental Heads; Police and Crime Commissioner
<b>21</b>	8.5	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.	Continuous	Chairperson of every Police and Police and Crime Commissioner public meeting/conference
	<b>9</b>	<b>Other contact with the public</b>		
<b>22</b>	9.1	Ensure that staff working at the front desk/reception in stations and custody suites offer and facilitate language choice for the public in a proactive way and that staff respond positively to a request for a Welsh service, facilitating the process if they themselves cannot speak Welsh.	Continuous	Departmental Heads

	Section	Action	Target Date	Responsibility
	<b>9</b>	<b>Other contact with the public</b>		
<b>23</b>	9.7	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 North Wales Police's responsibility to facilitate language choice within the Criminal Justice Sector.	Continuous	Head of Local Policing Services; Head of the Administration of Justice Department; Chief Information Officer's Department
	<b>10</b>	<b>The public face of North Wales Police</b>		
<b>24</b>	10.1	Ensure that all the Force's 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 Force Translation Unit.	Continuous	Head of Business services; Welsh Language Services Department; Divisional/ Departmental Welsh Language Co-ordinators
<b>25</b>	10.6	Ensure that all Divisional/Departmental translation needs including leaflets, publicity material or official brochures are forwarded for translation to the Translation Unit prior to printing.	Continuous	Heads of Departments/ Police and Crime Commissioner
	<b>11</b>	<b>Published and written material</b>		
<b>26</b>	11.4	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 when sending information messages of a general nature to staff.	Continuous	Heads of Departments; Divisional/Departmental Welsh Language Co-ordinators; Head of Welsh Language Services

	Section	Action	Target Date	Responsibility
	<b>13</b>	<b>Press Releases</b>		
<b>27</b>	13	Ensure that a current record is kept of press and media representatives' language of choice and that media liaison officers on division are advised accordingly.	Continuous	Head of Corporate Communications; Press Office; Police and Crime Commissioner
<b>28</b>	13	Identify and train confident Welsh speakers to represent the Force in interviews with the Welsh media.	Continuous	Heads of Departments; Head of Corporate Communications
	<b>14</b>	<b>Publicity campaigns, public notices and recruitment advertising</b>		
<b>29</b>	14.8	Ensure that any information which appears on the Force/Police and Crime Commissioner website is bilingual.	Continuous	Head of Corporate Communications; Police and Crime Commissioner
<b>30</b>	14.9	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.	Continuous	Heads of Departments; Head of Corporate Communications; Marketing Officer
<b>31</b>	14.10	Ensure that any body or group which joins in partnership with the Force/Police and Crime Commissioner for publicity reasons complies with the Welsh Language Scheme.	Continuous	Heads of Departments; Police and Crime Commissioner
	<b>15</b>	<b>Implementating the policy</b>		
	<b>15</b>	<b>Employment, recruitment and training</b>		
<b>32</b>	15	The Force to develop a Bilingual Skills Strategy for new and existing staff which includes planning and providing appropriate language training to fill the gaps in the Force's language skills.	Continuous	Head of Business Services; Head of Welsh Language Services Department



	Section	Action	Target Date	Responsibility
	<b>15</b>	<b>Employment, recruitment and training</b>		
<b>33</b>	15.2	Continue to try and recruit more Welsh speaking staff or learners who possess the other appropriate skills needed to undertake the duties of the post.	Continuous	Head of Business Services
<b>34</b>	15.2	Ensure appropriate investment in campaigns to recruit more Welsh speakers and Welsh learners and that sufficient staffing resources are available to achieve our aims.	Continuous	ACPO; Police and Crime Commissioner; Head of Business Services
<b>35</b>	15.2	Continue to ensure that any new members of staff have, as a minimum, some basic Welsh language skills before joining the Force and that these skills are developed during the probationary period in accordance with current policy.	Continuous	ACPO; Head of Business Services
<b>36</b>	15.2	Press the Welsh Government to channel additional resources into Welsh Language tuition in order to facilitate equal opportunities for all in Wales to be selected for employment within the Police Service.	Continuous	Police and Crime Commissioner
<b>37</b>	15.4	Ensure that any members of staff who apply for promotion are able to demonstrate basic linguistic courtesy in Welsh as a minimum prior to appointment.	Continuous	ACPO; Head of Business Services
<b>38</b>	15.5	It is considered a matter of leadership that the members of staff of the Police and Crime Commissioner's office are also able to demonstrate basic linguistic courtesy in Welsh as a minimum. As part of our language skills strategy and in an effort to enhance our role as the bridge between the community and the Force, all new members will be required to demonstrate this skill. Members of staff of the Police and Crime Commissioner's office will be supported to attain this level by the Force and will be encouraged to develop their skills further.	Continuous	Police and Crime Commissioner

	Section	Action	Target Date	Responsibility
	<b>15</b>	<b>Employment, recruitment and training</b>		
<b>39</b>	15.7	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.	Continuous	Head of Business Services; Head of Welsh Language Services Department
<b>40</b>	15.7	All coordinators of training courses that refer to providing a service for the public will ensure that language awareness and sensitivity considerations are mainstreamed into the programmes. Advice and support including specific messages on this subject can be obtained by contacting the Force Welsh Language Services Department.	Continuous	Head of Business Services; Head of Welsh Language Services Department
<b>41</b>	15.7	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.	Continuous	Head of Business Services; Police and Crime Commissioner
<b>42</b>	15.8	The Force and Police and Crime Commissioner to continue to work towards acknowledging ability in the Welsh language as a skill or a specific competency.	Continuous	Head of Business Services/ Welsh Language Services Department; Police and Crime Commissioner
<b>43</b>	15.9	Ensure that linguistic considerations are mainstreamed into all the Force's Human Resources processes and procedures. Part of this will be to take ownership and strategic oversight of the process of identifying and advertising appropriate language skills levels for all post profiles ('Welsh desirable' or 'Welsh essential' posts) in accordance with the process adopted by the Force.	Continuous	Head of Business Services/ Welsh Language Services Department; Police and Crime Commissioner

	Section	Action	Target Date	Responsibility
	<b>15</b>	<b>Employment, recruitment and training</b>		
<b>44</b>	15.9	Ensure that Divisional/Departmental human resources business partners consider the linguistic needs of posts and locations when determining what staff are appropriate for any particular post.	Continuous	Head of Business Services/Welsh Language Services Department
<b>45</b>	15.11	Ensure that Welsh language training is afforded the same status as any other type of training in the Force 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 Force.	Continuous	Head of Business Services
<b>46</b>	15.2	Encourage and support all non Welsh speaking Force staff who have contact with the public to develop a basic ability in the Welsh language in order to strengthen the Force's ability to show linguistic courtesy.	Continuous	ACPO; Heads of Departments; Head of Welsh Language Services Department
<b>47</b>	15.15	The Force to review the need and demand for the provision of initial training through the medium of Welsh to probationers.	Continuous	Head of Business Services
<b>48</b>	15.16	Offer language choice to applicants for posts and make appropriate provision for them in selection processes.	Continuous	Head of Business Services; Human Resources Business Managers; Police and Crime Commissioner
<b>49</b>	15.16	The Force to work towards providing language choice to the public who attend assessment centres for selection as police officers.	Continuous	ACPO; Head of Business Services
<b>50</b>	15.16	The Force and Police and Crime Commissioner to continue to ask the College of Policing and the Home Office to provide staff selection procedures and promotion examinations through the medium of Welsh as well as English.	Continuous	ACPO; Head of Business Services; Police and Crime Commissioner

	Section	Action	Target Date	Responsibility
	<b>16</b>	<b>Governance</b>		
<b>51</b>	16.2	Ensure that any plans for developing projects/policies presented to Chief Officers and/or the Police and Crime Commissioner for approval state that the scheme/policy complies with the Welsh Language Scheme.	Continuous	Head of Corporate Services; Policy/Project Managers; Police and Crime Commissioner
<b>52</b>	16.5	It is the responsibility of all Divisional Commanders and Heads of Department to circulate details of the scheme and ensure that all members of staff and members of the Police and Crime Commissioner office are aware of the requirements.	Continuous	Heads of Departments/ Police and Crime Commissioner
<b>53</b>	16.8	Include a session on Welsh language awareness and sensitivity as part of any new Chief Officer/member of the Police and Crime Commissioner office/Police Officer and Police Staff induction course.	Continuous	ACPO; Police and Crime Commissioner; Head of Business Services
	<b>17</b>	<b>Information about the Scheme</b>		
<b>54</b>	17	Provide advice and guidance to staff on their responsibilities under the revised Welsh Language Scheme.	Continuous	Welsh Language Services Department
	<b>18</b>	<b>Services given on behalf of North Wales Police by other parties</b>		
<b>55</b>	18.4	Officers to co-ordinate any joint projects with other agencies/bodies in order to ensure that projects comply with the Force's Welsh Language Scheme.	Continuous	Head of Corporate Services; Head of Change; Project Managers
	<b>19</b>	<b>Monitoring the implementation of the scheme</b>		
	<b>19.2</b>	<b>Policies and Procedures</b>		
<b>56</b>	19.2	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.	Continuous	Head of Corporate Services; Policy Manager; Head of Welsh Language Services Department; Police and Crime Commissioner

	Section	Action	Target Date	Responsibility
	<b>19.3</b>	<b>Service Provision</b>		
<b>57</b>	19.3	Divisions/Departments to prepare regular reports to the Force Welsh Language Group and Police and Crime Commissioner at the request of the chair or deputy on how their activities comply with the Welsh Language Scheme.	Continuous	Departmental Heads; Police and Crime Commissioner
<b>58</b>	19.3	Monitor Divisions/Departments' compliance with the Welsh Language Scheme on a daily basis and review progress in respect of Scheme regularly.	Continuous	Force Welsh Language Group; Welsh Language Services Department;
<b>59</b>	19.3	Divisions/Departments to develop processes in order to ensure their procedures and operations comply with the Welsh Language Scheme, to include nominating a member of their management team to act as local co-ordinator for Welsh Language Scheme. This person to be responsible for completing and returning monitoring reports to the Head of Welsh Language Services Department/Force Welsh Language Group.	Continuous	Departmental Heads
<b>60</b>	19.4	Ensure that any research into public satisfaction with the service provided by the police includes reference to the ability to receive a Welsh language service.	Continuous	Head of Business Services; Police and Crime Commissioner
		<b>Dealing with Welsh-speaking Members of the Public</b>		
<b>61</b>	19.6	Mainstream Welsh language and language choice considerations in both official languages into all the Force's systems and quality assurance processes.	Continuous	Departmental Heads; Head of Business Services; Police and Crime Commissioner
		<b>Staffing</b>		
<b>62</b>	19.8	Monitor Divisional/Departmental human resources business managers' compliance with the objectives of the Welsh Language Scheme and prepare and provide appropriate reports on the staffing situation at the request of the Force Welsh Language Group/ Police and Crime Commissioner.	Continuous	Head of Business Services; Police and Crime Commissioner

	Section	Action	Target Date	Responsibility
	<b>20</b>	<b>Timetable</b>		
<b>63</b>	20	Include achievement of Welsh Language Scheme targets as part of the Force's corporate targets and refer to developments and achievements in respect of the Welsh Language Scheme in the Force and Police and Crime Commissioner's Annual Report and public performance summaries.	From the date the Scheme is adopted	Police and Crime Commissioner; ACPO
	<b>21</b>	<b>Agents and Contractors</b>		
<b>64</b>	21	Ensure that any services purchased/managed by external agencies and contractors comply with the Welsh Language Scheme.	Continuous	Head of Business Services; Head of Procurement; Head of Corporate Services
	<b>22</b>	<b>Comments and complaints about the Welsh Language Scheme</b>		
<b>65</b>	22.1	Ensure that information about the Force and Police and Crime Commissioner's standards of service and complaints procedure/process for making representations is available to the public.	Continuous	Professional Standards Department; Police and Crime Commissioner
<b>66</b>	22.2	Any complaints about the Welsh Language Scheme, which do not involve an individual conduct matter will be recorded as a "Direction and Control" complaint. This will be recorded by the Professional Standards Department.	Continuous	Professional Standards Department; Police and Crime Commissioner
<b>67</b>	22.3	Ensure that any comments/complaints from the public regarding the standard of the Welsh service are brought to the attention of the Head of Welsh Language Services Department/Police and Crime Commissioner.	Continuous	Professional Standards Department
	<b>23</b>	<b>Reporting</b>		
<b>68</b>		Prepare monitoring reports on the Welsh Language Scheme for the Force and the Welsh Language Commissioner.	Annually	Head of Welsh Language Services Department

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	Section	Action	Target Date	Responsibility
	<b>24</b>	<b>Publicity for the Welsh Language Scheme and the Availability of Bilingual Services</b>		
<b>69</b>	24.1	Ensure that information about the Welsh Language Scheme as well as advice and guidance is available to staff on the Force Intranet and in other appropriate forms.	Continuous	Head of Corporate Communications; Welsh Language Services Dept;
<b>70</b>	24.2	Ensure that information about the Welsh Language Scheme can be viewed on the Force and Police and Crime Commissioner website and arrange appropriate campaigns to raise awareness about this provision.	Continuous	Head of Corporate Communications; Welsh Language Services Department; Police and Crime Commissioner
<b>71</b>	24.2	Display signs in public areas such as front counters in Police Stations, in reception area of buildings and custody suites stating that a bilingual service is available	Continuous	Departmental Heads; Head of Business services

# APPENDIX D

## Heddlu Gogledd Cymru/North Wales Police

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### Grŵp Gwasanaethu Pobl - People Services Group

#### Raising the Bar- Oral Welsh Language Competency - Level 1, 2 and level 3 Protocol

##### 1. Appointment of external staff (except Cleaners and modern apprenticeship)

With effect from **1st January 2008** in accordance with the North Wales Police Welsh Language Protocols, officers and staff appointed **externally** as a result of adverts placed on or after that date will be subject to successfully demonstrating elementary spoken skills in the Welsh language **Level 2** *prior* to and in order to gain appointment. Prior to confirmation of appointment during the probationary period all officers and staff will be required to successfully obtain **Level 3**.

Both levels come from the standardised 5 point Welsh Language Competency Framework that the Force has already adopted.

**Level 2 Welsh Language** - the level enables post holders to understand the essence of a request from the public or colleagues and responding to simple requests such as giving and receiving instructions or directions.

**Level 3 Welsh Language** - the level enables post holders to understand and respond through the medium of Welsh to general enquiries, taking and passing messages, describing people and locations.

There is no requirement to be able to write in Welsh in these protocols.

##### 2. Cleaners and modern apprentice appointments are the only exceptions to the above.

Cleaners and modern apprenticeships appointed **externally** as a result of adverts placed on or after 1st January 2008 will be subject to successfully demonstrating elementary skills in the Welsh language **Level 1** *prior* to and in order to gain appointment. Although further levels are not required in line with the Welsh Language Protocol the Force would support and encourage progression to further levels if required/requested within these posts.

**Level 1 Welsh Language** offers basic linguistic courtesy and pronunciation.

#### Reason for implementing Welsh levels

Raising the bar illustrates a degree of commitment, awareness and sensitivity to the Welsh speaking and bilingual communities in the North Wales Police area and readily links in to PDR skill areas e.g. Respect for Race and Diversity, Community and Customer Focus and Effective Communication.



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## Responsibility of Post holder

It will be the responsibility of the applicant/post holder to reach the required levels; however he/she will be supported through the Force Welsh Language CD's 1 and 2 (distance learning packs) and, once appointed, by attendance on the Force Level 3 Welsh course.

The Force has agreed 9 days training during the probationary period will be allocated for Welsh language Level 3. Learners will be able to attend during duty time. This will be delivered by a contracted external training provider; currently this means the Welsh Language Department of Llysfasi College.

## 3. Commencement of Volunteers/Specials and Cadets

With effect from **1st January 2008** in accordance with the North Wales Police Welsh Language Protocols, all Volunteers, Specials and Cadets recruited **externally** as a result of adverts placed on or after that date will be subject to successfully demonstrating elementary oral skills in the Welsh language **Level 1** prior to and in order to commence duties. Although further levels are not required in line with the Welsh Language Protocol the Force would support and encourage progression to further levels if required/requested within these posts.

**Level 1 Welsh Language** offers basic oral linguistic courtesy and pronunciation.

## 4. ELIGIBILITY FOR PROMOTION - internally

From the 1st Jan 2008 all police officer and police staff will be required to demonstrate Level 2 oral skills in the Welsh language prior to gaining a promotion. The applicant will be tested before any 'promotion' interview takes place.

Promotion for police staff is defined as "Any post that the individual has successfully applied for and which involves a raise in grade".

There is no requirement to write in Welsh for the purpose of this protocol

It will be the responsibility of the member of staff to reach Level 2 however he/she will be supported by means of the Force Welsh Language CD's 1 and 2 (distance learning packs) and the Force level 2, 4-day Welsh language training course. It will be possible to attend this in duty time. They will also be informed of other community based and alternative learning opportunities.

This Level 2 comes from the standardised 5 point Welsh Language Competency Framework that the Force has already adopted. In reality this includes the ability to meet and greet in Welsh, to use basic oral Welsh language skills and the ability to pronounce place-names accurately. It also ensures a degree of commitment, awareness and sensitivity to the Welsh speaking and bilingual communities in the North Wales Police area.