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Heddlu Police

**DYFED-POWYS**



COMISIYNYDD  
HEDDLU A THROSEDDU  
DYFED-POWYS  
POLICE AND CRIME  
COMMISSIONER

“A plan for embedding the Welsh language into day to day policing”

2018-2021



## **Foreword from Chief Constable Mark Collins and Police and Crime Commissioner Dafydd Llywelyn**

Dyfed-Powys Police is a proudly bilingual Force which quite rightly reflects the communities in which it serves.

The Force has made good progress over the past 12 months in keeping up with legislative changes ensuring full Welsh Language provision placing the language on an equal footing. Internally a great effort is made to converse through the medium of Welsh and the language can be heard by staff in stations and while on patrol in all four corners of the force.

Last year over a hundred members of staff took Welsh lessons ranging from the Chief Constable to frontline staff. In some areas the force has funded external lessons where travel to Headquarters in Llangunnor is not practical.

Our large Force area means that there is a rich tapestry of diversity *within* the Welsh language. We are faced with an interesting challenge in the differing dialects of the language across the four counties. Posting Welsh speaking officers close to home helps maintain strong links and build trust.

We have worked hard on maintaining that every public facing member of staff can meet and greet in Welsh as a minimum before offering the services of a Welsh speaking member of staff.

We are proud that the Force has gone above and beyond the legislative requirements and offers courses to staff exclusively through the medium of Welsh. Dyfed-Powys Police is already exploring collaboration with other forces and academic institutions to broaden Welsh language provision – particularly for initial training of officers and staff.

Both the Police and Crime Commissioner and the Chief Officer Team welcome the recent achievements and look forward to embedding the Welsh Language in everything we do to provide a first class service.

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## 1. About Dyfed-Powys Police & Legislative Background

Dyfed-Powys Police safeguard people living, working in and visiting the Counties of Carmarthenshire, Ceredigion, Pembrokeshire and Powys. It has a **population of over 515,000**, that is significantly boosted with tourists each year, and covers a land mass of over half of Wales.

The Force was formed in 1968 with the merger of the four County Constabularies. Geographically it is the largest police Force in England and Wales; it has over 350 miles of coastline, many remote rural communities along with a number of relatively small centres of population that include Aberystwyth, Cardigan, Haverfordwest, Carmarthen and Brecon. The area stretches from St David's in the West across to Crickhowell in the East, up to Welshpool and Machynlleth in the North.

Our vision is 'Safeguarding our Communities together' and our overall ethos is to tailor the service we provide, with our partner organisations, to the local needs of our communities. This includes our Welsh speaking communities, which are plentiful across our Force area.

According to the 2011 Census, approximately **160,000 people have a good or fluent** understanding of the Welsh language – that's **roughly 35% of our Force population**. This percentage rises in the counties of Ceredigion and Carmarthenshire which have the largest population of Welsh speakers.

The Force currently employs **2,151 people** throughout the 4 Local Authority areas. This includes **1,170 Police Officers, 833 members of police staff** (including PCSOs), **98 Special Constables** and **50 Volunteers**. Regular recruitment intakes are undertaken throughout the year in accordance with workforce planning and the Medium Term Financial Plan.

According to our most recent data, over **75%** of employees have declared that they have some knowledge of the Welsh language – **32%** of which are able to hold a conversation through the medium of Welsh.

Further analysis of the Welsh speaking ability of our staff and officers can be found in *Section 2: Results of our Thematic Review*.

Dyfed-Powys Police has always considered the importance of the Welsh language due to the country that we serve within and the language preferences and abilities of our communities. However, this consideration has been magnified recently as a result of the Welsh Language Standards which were served on Dyfed-Powys Police (the Force) and the Office of the Police and Crime Commissioner (OPCC) in September 2016.

The Welsh Language Standards, having been approved by the National Assembly for Wales in accordance with section 150(2) of the Welsh Language (Wales) Measure 2011, have been implemented by the Force and OPCC as of the 30th of March 2017. In short, they dictate the minimum level of service which our staff and communities can expect to receive through the medium of Welsh.

It is important that, as well as ensuring compliance with the Welsh Language Standards, the Force and OPCC actively seek out areas for improvement in terms of Service Delivery through the medium of Welsh, which is why this strategy has been commissioned.

### **The Dyfed-Powys Police and Crime Delivery Plan**

The Dyfed-Powys Police and Crime Delivery Plan published by the Police and Crime Commissioner, sets the police and crime priorities for the period 2017 – 2021.

The Police and Crime Plan priorities are:

- **Priority One:** Keeping our communities safe

- **Priority Two:** Safeguarding the vulnerable
- **Priority Three:** Protecting from serious harm
- **Priority Four:** Connecting with communities

In effect, the way in which we use the Welsh language will ultimately affect all of the above. This is because when we are working to achieve the above priorities we are required to do so through the language preference of the individuals involved. It contributes in particular to Priority Four as we want to ensure that we are communicating effectively with our communities, and to do this we need to communicate through their preferred language.

The overarching force vision which underpins the Plan is safeguarding our communities together: Working together to provide a high standard service that is visible and accessible, ensuring that our communities remain safe. We will be there when the public need us and we will act with fairness and respect in all that we do – the availability of services through the Welsh language is essential in achieving this.

## 2. The aim of this Strategy

The aim of this strategy is to develop a workforce which is representative of our communities by:

- ❖ Ensuring that our communities receive a Welsh language service when requested.
- ❖ Attracting more Welsh speakers to join the Force and OPCC's workforce; this will enable equal availability of service through the medium of Welsh and English. It will also improve the representation of Welsh speakers the Force has in comparison with the representation within our communities ;

- ❖ Providing adequate opportunities for our staff and officers to learn Welsh in the workplace, as well as utilising the Welsh language during all aspects of their employment, including promotion; and
- ❖ Ensuring that the Welsh language is a key consideration in terms of all the Force and OPCC's policies and procedures, rather than an afterthought.

### 3. Results of our Thematic Review

Before we can fully understand the actions that are necessary in order to ensure that the Welsh language is fully embedded into the everyday business of the Force and the OPCC, a thematic review was undertaken to baseline the current position.

The Thematic Review considered:

- National Police data;
- Dyfed-Powys Police data;
- Census 2011;
- Representation of the communities within Dyfed-Powys Police's geographical area, using the 2011 Census;
- Data collection from other Welsh Forces;
- Employee perceptions of Dyfed-Powys Police, captured by visiting stations and departments;
- Views of our public, obtained by talking to members of the public in different areas; and
- Wider research

As public sector organisations providing a service in Wales, and subject to the Welsh Language Measure 2011, there is a clear business case for ensuring that the Force



and OPCC embed the Welsh language within its business.

The key findings of the thematic review are summarised below.

### **Welsh language ability of our Communities v Our Workforce**

As detailed at *Section 1: About Dyfed-Powys Police*, 35% of our Force population declared an ability to speak Welsh in the 2011 Census. According to the most recent data available to us, 29.65 % of our Police Officers are able to hold a conversation through the medium of Welsh (Level 3 and above), and 38% of our staff.

If we focus on Police Officers in particular within each division:

- In accordance with the 2011 Census, 44% of residents in **Carmarthenshire** declared that they were able to speak Welsh, whilst 39% of the Police Officers stationed within Carmarthenshire are at level 3 or above;
- In accordance with the 2011 Census, 48% of residents in **Ceredigion** declared that they were able to speak Welsh, whilst 55% of the Police Officers stationed within Ceredigion are at level 3 or above;
- In accordance with the 2011 Census, 19% of residents in **Pembrokeshire** declared that they were able to speak Welsh, whilst 13% of the Police Officers stationed within Pembrokeshire are at level 3 or above;
- In accordance with the 2011 Census, 19% of residents in **Powys** declared that they were able to speak Welsh, whilst 16% of the Police Officers stationed within Powys are at level 3 or above.

Although the census data is some seven years old and must be viewed in that context, there is a slight mismatch in Welsh language representation of our officers in Powys, Pembrokeshire and Carmarthenshire. Although our Welsh speaking staff members are widely representative in comparison with the representatives in our communities, there is still room for improvement, and there is clearly a need to increase the number of Welsh speaking Police Officers employed by the Force.

A comparison with South Wales Police and Gwent has identified that we are significantly more representative of our communities than their workforces are, however there are potentially lessons to be learnt from North Wales Police whose workforce consists of only 3 members of staff with no Welsh language ability.

It is noted that the Force has previously decided against making it mandatory for all staff and officers to learn Welsh to certain levels.

### **Welsh language lessons**

The Force has a Welsh Language Policy in place which states the commitment of the Force in promoting and facilitating the Welsh language – the policy also sets out the support which is available for staff and officers to undertake Welsh language courses.

Between 1<sup>st</sup> April 2016 and the 31<sup>st</sup> March 2017 101 officers/staff members have attended the courses within the Force along with an unknown number signing up to an online learning course for beginners which has been made available to all staff and officers.

Additionally, the Force has enabled staff and officers to attend Welsh language courses in their communities in such a circumstance that should they be unable to attend the courses which are held by the Force at the Headquarters for various reasons i.e. transport issues/ shift patterns. So far this year 8 members of staff have

taken advantage of this opportunity and the numbers of requests are increasing daily.

Also, the Chief Constable Mr Mark Collins and the Deputy Chief Constable Mr Darren Davies have been attending weekly Welsh language courses aimed at increasing their ability to work through the medium of Welsh.

Although there have been excellent progression in this area, the range of courses which are deliverable through the Force remains limited, and in accordance with the data available to us, there are still 352 staff and officers within the Force who have declared themselves to have no Welsh language skills.

### **Courses available through the medium of Welsh**

Currently the following training packages are available through the medium of Welsh:

- The Force's online Induction package;
- Attendance & Performance Management training; and
- Recruitment & Selection training

Recent data shows that no officer/member of staff attended any training course through the medium of Welsh. There is clearly a need to understand this apparent lack of take-up of courses through the medium of Welsh to ensure that staff and officers are fully sighted on what is available to them and also, that there are sufficient opportunities available for staff and officers to learn through the medium of Welsh.

### **Workforce Consultation**

Consultation with our workforce identified that:

- The majority of staff and officers are eager to learn and use the Welsh language during their working day;

- Many of our non-Welsh speaking members of staff are understanding of the need to use the Welsh Language, however, some staff members are reluctant to use the Welsh Language and do not feel the need to learn. A reason for such a feeling is because some feel that it's too difficult to learn the language, others feel that they do not have the time to learn;
- There's not always an understanding amongst staff and officers that a Welsh language service should be offered to the public even if the area they are working in is predominantly English speaking.

### **Public Consultation**

Consultation with the public identified that:

- The service which we provide is varied across the Force area;
- Many spoken to were pleased with the fact that they were given the opportunity to use the Welsh Language when receiving their service;
- Some people were disappointed not to hear officers on patrol using the language to acknowledge members of the public and to communicate with each other;
- Some members of the public believe that they were unable to ask for a Welsh service from Dyfed-Powys Police.

### **Non-Emergency 101 Calls**

When contacting our Force Communications Centre via 101, callers have the option to receive a service through the medium of Welsh or English.

The Force has experienced an increase in the demand for a 101 service through the medium of Welsh between September 2016 and September 2017 – an increase of

9% compared with an increased demand of 5% for a 101 service through the medium of English. This additional demand has been met with an increase in the number of Welsh speaking call handlers within the Force, and also changes in relation to the telephony system utilised by the Force.

### ***Average Speed of Answering calls (English v Welsh)***

The most recent data available to us from March 2018 identifies that the average time for answering a Welsh language call was 23 seconds, in comparison to an English language call which was at 12 seconds. This means that there is an average additional wait of 11 seconds for a Welsh language 101 call to be answered.

There has been progress in terms of reducing the average time for answering 101 calls, and in reducing the gap between the average time for answering Welsh and English 101 calls however there remains to be a longer wait to receive a response to a Welsh language 101 call than an English 101 call.

### ***Abandonment rate for 101 calls (English v Welsh)***

The most recent data available to us from March 2018 identifies that the abandonment rate (the rate at which 101 calls are not answered because the caller has hung up before receiving a response) has decreased for both English and Welsh medium 101 calls. Although this is positive, there is still a disparity between the numbers of English medium 101 calls abandoned compared to Welsh medium 101 calls. In accordance with the data available to us from March 2018 11% of Welsh medium 101 calls were abandoned in comparison to 3% of English medium calls.

### **Complaints**

In identifying the Force and OPCC's position with regards to the Welsh language, it is vital to consider any formal complaints received by the Force and OPCC in relation

to the Welsh language.

Complaints were considered for 2016/2017 in order to provide an overview of the most recent issues.

During 2016 and 2017, 3 formal complaints were received by the Force in relation to services received through the medium of Welsh. Two of those complaints related to the time taken to answer 101 calls through the medium of Welsh. On both occasions, the complainants were not happy with the time they had waited to receive an answer through the medium of Welsh, and also, the number of times that the callers were requested to identify their preferred language choice. This has been fed back to the Force Communication Centre and a new telephony system has been installed.

The third complaint related to the issuing of a fixed penalty through the medium of Welsh, the text on which was not fully bilingual. This feedback was fed back to the relevant department and the relevant changes have now been made to ensure that the form is fully bilingual.

### **The Dyfed-Powys Police Cadet Programme**

Currently, the Force is unable to offer the cadets programme through the medium of Welsh, this adversely impacts on a number of schools within our Force area whom we are therefore unable to offer the package to.

## **4. Our Action Plan**

In order to meet the aims of this 3 year strategy, Short term, Medium term and Long term actions have been identified as follows.

| <b>Short Term Actions (6 months)</b>   | <b>How?</b>  |
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| <b>1.</b> Communicate the need for staff and officers to update their Welsh language ability on the internal language record to ensure that it accurately reflects their Welsh language ability; | New staff and officers are reminded during their induction inputs to update their language skills, and are reminded of the importance of having this data. |

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| <p><b>2.</b> Run a campaign to increase awareness of Welsh language lessons available for staff and officers, along with the importance of being able to deliver a service to our communities through the medium of Welsh;</p>  | <p>Welsh language lessons are continuously being organised in house and we advertise these courses via all user emails and on our intranet site.</p>  |
| <p><b>3.</b> Ensure that the Force and the OPCC continue to promote and monitor compliance with the Welsh language standards to ensure that all divisions are compliant;</p>  | <p>Ensuring that the Force and the OPCC are promoting and monitoring compliance will be done via station visits i.e. Mawrth Mawr and line management reminders via internal communication.</p>  |
| <p><b>4.</b> Coordinate a public facing campaign amongst communities to raise awareness of the availability of Welsh Language services from the Force and OPCC, including the utilisation of a communications strategy, and face to face engagement throughout the summer months;</p> | <p>We aim to advertise these services via our Corporate Communications social media accounts.</p>   |
| <p><b>5.</b> Produce guidelines for staff and officers to ensure that the Welsh language is given due consideration on the advertisement of each and every post advertised within the Force and OPCC;</p>   | <p>Guidelines will be produced by the Welsh Language Officer for staff to refer to when advertising for a new post.</p>   |
| <p><b>6.</b> Review the availability of Welsh language courses (to learn) available to staff and officers and identify more opportunities for learning where necessary;</p>   | <p>Welsh language lessons are continuously being organised. A specific FCC course will be organised in order to increase confidence and ensure introductions/location names are pronounced correctly.</p>   |
| <p><b>7.</b> Identify reasons for the higher average call answering rate and abandonment rate for Welsh medium 101 calls with a view to addressing the same and equalizing the service being delivered to English and Welsh medium calls;</p>   | <p>A specific Force Communication Centre (FCC) course will be organised in order to increase confidence and ensure introductions/location names are pronounced correctly.<br/>A new system has been introduced to the FCC and it will be monitored to</p> |

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|  | ensure effective improvements. |
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| Medium Term Actions (1 year)  | How?  |
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| <b>8.</b> Source courses for the 352 members of staff and officers who currently identify as having no Welsh language skills, and support them to attend the same in order to decrease the number of staff and officers with no Welsh language skills at all; | Organise a level 0 to level 1 course in order to decrease the number of employees identified as having level 0 Welsh language skills.   |
| <b>9.</b> Develop a recruitment campaign to increase the number of Welsh speakers applying for roles in the Force – specific focus to be given to those applying to become Police Officers and PCSOs;   | We aim to target Young Farmer's Clubs/local Eisteddfods/ Welsh medium schools/colleges within the Dyfed-Powys area.   |
| <b>10.</b> Introduce a training package aimed at staff and officers who have declared that they have level 2 Welsh language capabilities in order to increase their level to level 3;   | We are aiming to recognise an online course which we can advertise for staff and officers who wish to increase their skill to a level 3 ability.  |
| <b>11.</b> Increase the availability of Welsh medium training courses offered by the Force in order to enhance the learning opportunities available through the medium of Welsh;  | We will work with the Force's training department in order to increase the number of courses offered and we will publicise these courses internally for new recruits and other employees. |
| <b>12.</b> Raise awareness amongst staff and officers as to the training opportunities available through the medium of Welsh;   | We will publicise these courses internally for new recruits and other employees, hopefully the number of attendees will increase.   |
| <b>13.</b> Review all training courses being delivered by the Force and the OPCC with a view to embedding information with regards to the Welsh language and compliance with the Welsh Language Standards where possible;                                     | This is a piece of work that we will need the Force's training department's co-operation with in order to identify possible Welsh medium courses to offer to employees.                   |



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| <p><b>14.</b> Undertake an annual audit of the Welsh language services being delivered by the Force and the OPCC to ensure that a consistent service is being offered;</p> | <p>This could possibly be made by an external company in order to have a clear and realistic picture of where we are at with regards to the services offered.</p> |
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| <b>Long Term Actions (3 years)</b>  |   |
|---|---|
| <p><b>15.</b> Review all internal recruitment and promotion processes within the Force and the OPCC to ensure that the Welsh language is actively promoted and made available to applicants throughout the process;</p> | <p>We are also in the process of creating a brand new online recruitment process with other Welsh Police Forces, this will enable a full Welsh medium process for applicants.</p>   |
| <p><b>16.</b> Work with Devon &amp; Cornwall in order to develop the delivery of the Cadet Programme through the medium of Welsh and ensure that it is widely available to schools within the Force area;</p>           | <p>We hope to collaborate with Devon &amp; Cornwall in order to get the work book translated in order to deliver Welsh medium training for schools within the Dyfed-Powys area.</p> |
| <p><b>17.</b> Continue to raise awareness of the Welsh Language amongst staff and officers through innovative and creative ways, including the celebration of Welsh holidays and cultural events;</p>                   | <p>We will continue to celebrate traditional Welsh events i.e. Eisteddfod / St. David's Day in order to raise awareness of the Welsh language and its culture.</p>                  |

## 5. Monitoring Progress

This Strategy shall be managed by the Equality, Diversity and Welsh Language Manager with the support of the Welsh Language Specialist and the OPCC's

Compliance Officer.

Progress against actions will be monitored at the Welsh Language Action Group on a quarterly basis. Reports will be presented to the group detailing progress already made, and where efforts need to be focused over the next 3 month period

## 6. Who do I contact if I need any further information

If you have any comments in relation to this strategy and how we can develop our work in this area, then please feel free to contact our Equality, Diversity and Welsh Language team on the below contact details.

### Telephone:

101

### Non-emergency text service for people who are Deaf, hard of hearing or speech-impaired:

Dyfed-Powys Police has a **non-emergency** text service for people who are Deaf, hard of hearing or speech impaired. You do not have to register to use this service but it would assist Dyfed-Powys police if you did provide us with your contact details.

The mobile number is: 07811 311 908

**Email:** [equalityanddiversity@dyfed-powys.pnn.police.uk](mailto:equalityanddiversity@dyfed-powys.pnn.police.uk)

**Website:** [www.dyfed-powys.police.uk](http://www.dyfed-powys.police.uk)

### Welsh Language version

This document is also available through the medium of Welsh by visiting our website, or by contacting us on the above contact details.