

Compliance with Welsh Language Standards

The Police and Crime Commissioner is committed to ensuring that he, and his office, comply with the Welsh Language Standards outlined in the Final Compliance Notice issued by the Welsh Language Commissioner in September 2016. This is a summary of how the Commissioner and his office intends to comply with the Standards and provide equal opportunities for members of the public, stakeholders and staff to communicate with him and his office in either Welsh or English.

Service Delivery Standards

- We have provided communication to staff around responding to correspondence, arranging meetings and telephone answering.
- We have ensured that staff offer people the opportunity to be transferred to a Welsh speaker when contacting the Office of the Police and Crime Commissioner, unless they are able to deal with them in Welsh.
- We have provided wording for staff to include in letter templates and on e-mails, notifying members of the public that they can request correspondence in Welsh in future.
- We have notified staff arranging public meetings that all invites to the meeting should be bilingual, that simultaneous translators should be arranged for public meetings and that organisers of public meetings should remind people at the start of meetings that they can contribute in Welsh.
- All documents produced for public use are bilingual.
- The text on each page of the Office of the Police and Crime Commissioner's website is available in Welsh; every Welsh language page on the website is fully functional; and the Welsh language is not treated less favourably than the English language on the website.
- All staff have been notified that when the Office of the Police and Crime Commissioner uses social media it must not treat the Welsh language less favourably than the English language and all staff must ensure that if a person contacts the office by social media in Welsh that staff reply in Welsh (if an answer is required).
- We ensure that all signage is produced bilingually and that the Welsh is positioned where it will be read first.
- Signs will be placed in main reception areas to state that people may communicate through the medium of Welsh or English.
- Staff have been notified that they are required to greet members of the public to public areas bilingually.
- All public notices and adverts are bilingual.
- All grant forms received in Welsh will be responded to in Welsh and any interviews needed will be conducted through the medium of Welsh (with the aid of a simultaneous translator if needed).
- The Police and Crime Commissioner's corporate identity will not treat the Welsh language less favourably than the English language.

Policy Making Standards

- Staff have been told to consider the effects of any new policy (or amendments to policy) on opportunities for people to use the Welsh Language, and to ensure that the Welsh language is treated no less favourably than the English language.
- When a new policy is formulated, we will ensure that all staff are aware of the need to consider the effects of policy decisions on the Welsh Language. This will be done through introducing a section on policies and other reports which will demonstrate what kinds of consideration has been given to the Welsh Language.
- If research is commissioned that is intended to assist with policy making, we will ensure that the research considers how the policy decision could be made so that it does not have a negative impact on the Welsh Language.
- Staff will ensure that any consultation on policies offers people the opportunity to comment on the effects of any new policies on use of the Welsh Language.
- We will amend our Commissioning Policy to ensure that it clearly states that we will consider the effects, when making grant awarding decisions, the awarding of a grant would have on opportunities for persons to use the Welsh language.

Operational Standards

- We will produce guidance on using Welsh internally for the purpose of promoting and facilitating the use of the language.
- We have introduced a HR process where all staff will be asked whether they wish to receive their contract of employment in Welsh.
- We will ask all staff whether they wish to receive paper correspondence relating to his or her employment, and/or training needs, and which is addressed to him/ her personally in Welsh.
- We will ask all staff whether they wish to receive documents that outline their performance objectives in Welsh and we will provide documents in Welsh if that is their wish.
- We will ask all staff whether they wish to receive forms that record and authorise annual leave, absences from work and flexible working hours in Welsh.
- Welsh language computer software (for checking spelling and grammar) has been provided to all staff who speak or learn Welsh if that is their wish.
- The Office of the Police and Crime Commissioner allows each member of staff to make complaints in Welsh, and to respond in Welsh to any complaint made about him or about her.
- The Office of the Police and Crime Commissioner allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.
- North Wales Police has carried out an assessment of the Welsh language skills of the office's staff through a self-assessment.
- The Office of the Police and Crime Commissioner actively promotes opportunities during working hours for employees to receive Welsh Language courses.
- The Office of the Police and Crime Commissioner provides opportunities for staff wanting to further their basic Welsh training through offering further training.
- We have provided wording for staff to use on their e-mail signature, to inform people if they are fluent Welsh speakers or are learners.

- We have provided wording for staff to use which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.
- When the Office of the Police and Crime Commissioner assesses the requirements for a new or vacant post, it assesses the need for Welsh language skills.
- If we have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt we will specify that when advertising the post, and advertise the post in Welsh.
- All job applications may be submitted in Welsh, and applications submitted in Welsh will not be treated less favourably than an application submitted in English.
- We can conduct any job interview in Welsh, if that's what's desired by the applicant, without the assistance of a simultaneous or consecutive translation service.

Record Keeping

- We will keep a record of the number of complaints we receive relating to our compliance with the Standards and will report back to the Welsh Language Commissioner on an annual basis. We will also keep a copy of such complaints, and any other complaints which relate to the Welsh language.
- We will keep a record of the number of employees who have Welsh Language skills through placing the information on our HR systems.
- We will keep a record of the steps that we have taken in order to comply with the policy making standards which we are under a duty to comply with.
- We will keep a record, for each financial year, of the number of members of staff who attended training courses provided in Welsh and if a Welsh version of a course was provided, the percentage of the total number of staff attending the course who attended that version.
- We will keep a copy of every assessment that we carry out in respect of the Welsh language skills that may be needed in relation to a new or vacant post.