

<b>PROCEDURE</b>		
<b>Title:</b>	<b>Welsh Language</b>	
Practice / Business Area:	Corporate Services	
Department Responsible:	Corporate Services	
First Published:	03/05/17	
Last Reviewed:	11/11/19	
Next Review Date:	October 2021	This document applies to employees of the:
Version Number:	3	Chief Constable & Police and Crime Commissioner
<b>SOUTH WALES POLICE PROCEDURE OBJECTIVE:</b>		
<p>From April 2017 the Police &amp; Crime Commissioner and the Chief Constable, along with many other public bodies in Wales, are legally required to comply with the Welsh Language Standards (Standards). These are outlined in detail in the legal compliance notice issued by the Welsh Language Commissioner to the Police &amp; Crime Commissioner and the Chief Constable.</p> <p>A copy of the compliance notice containing all the Standards is available within the Reference Material section of this document and outlines the Welsh language services any member of the public can expect to receive from South Wales Police. It also contains a large number of Welsh language commitments for staff in order to ensure that a bilingual workplace is promoted.</p> <p>This document provides an overview of the processes in place to ensure that compliance with the Standards will be promoted as far as possible. Failure to comply with any aspect of the Welsh Language Standards can result in action including fines from the Welsh Language Commissioner. Every employee is required to familiarise themselves with the content of this document and to refer to it as needed.</p>		
<b>GENERIC RISK ASSESSMENT:</b>		
No Health & Safety risk assessment required.		
<b>PROCEDURE:</b>		
<b>1. WELSH LANGUAGE TRANSLATION:</b>		
<p>A key component of the ability to comply with the Standards is to be aware of the process for Welsh language translation.</p> <p>The Force have a translation contract with an external supplier. All translation, including written translation and simultaneous translation for meetings and events, must be provided by this contractor. Translation requests are via the 'Welsh Language Translations' inbox</p> <p><b>The translation service is available Monday to Friday from 9:00 am until 5:00 pm.</b></p>		
<b>2. CORRESPONDENCE:</b>		
<p>The Standards are intended to promote a totally bilingual environment and this means that all correspondence must be provided with this in mind.</p> <p>If you receive correspondence (letter or email) from a person in Welsh you <b>must</b> respond in Welsh in every circumstance.</p> <p>When you correspond with someone for the first time or if their language choice isn't known then you <b>must</b> do so in Welsh and English.</p>		

Footnotes must be provided at the bottom of all emails and letters to explain that South Wales Police welcome correspondence in Welsh and English. The agreed phrase to use is highlighted below. This will be automatically provided at the bottom of email and headed paper as of the 30<sup>th</sup> March 2017. If letters are sent in any other format other than the above or on old headed paper then the below phrase must be added.

**Mae Heddlu De Cymru yn croesawu derbyn gohebiaeth yn Gymraeg a Saesneg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.**

**South Wales Police welcomes receiving correspondence in Welsh and English. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.**

All email signatures need to be fully bilingual. This includes job titles, address and any other wording. A range of job title translations can be found in the Welsh Language page of the Force intranet. For advice on translations that are not included, it will be important to speak to a Welsh-speaking colleague in the first instance or send an email to: Welsh Language Translations inbox

The following badges must be included in email auto signatures if you are a Welsh learner or Welsh speaker:

**Learners:**



**Speakers:**



All 'out of office' email messages must be fully bilingual. As above, the **exact** same message **must** be provided in both languages. A range of messages can be found on the Welsh Language page on the Force intranet.

### 3. MEETINGS

If you are arranging a public meeting you must ensure you inform attendees that they have the right to use Welsh language at the meeting. The following words must be included in any material advertising the meeting or invitation to it.

**“Please note that you are welcome to contribute through the medium of Welsh at this meeting. To ensure you are able to do so can you please inform [Your email address here](#) 15 working days in advance of the meeting”**

If you have invited more than one person to a meeting, and at least 10% of the persons invited have informed you that they wish to use the Welsh language at the meeting, we must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.

If less than 10% of the persons invited wish to use Welsh at the meeting there is no requirement to provide a translation service.

To book a translation service for a meeting you must complete the attached form and forward to the [Welsh Language translation inbox](#) 10 working days in advance of the meeting.

The service is provided from Welsh to English and allows Welsh speakers and non-Welsh speakers alike to use their preferred language, in accordance with the Welsh Language standards.

At conferences, meetings and various bilingual events, the translator is able to translate what is being said from Welsh into English simultaneously to enable non-Welsh speakers to follow the discussion.

At the start of the meeting the translator will announce the availability of the service, give a brief explanation of how to use the headsets, ensure that everyone is able to hear the translator by conducting a test of the equipment, and ask the delegates to leave their headsets behind at the end of the meeting.

#### 4. RECORDING LANGUAGE PREFERENCE

When you correspond with an individual for the first time in writing or by telephone, you must ask them whether they wish to be corresponded with in Welsh, and if they respond yes you must

- (a) keep a record of their wish,
- (b) correspond with them in Welsh
- (c) send any forms in Welsh.

When members of the public elect to receive correspondence through the medium of Welsh, you must record this within the Welsh language section of Niche RMS.

It will be the responsibility of all staff to check Niche RMS prior to initiating correspondence for the first time. For staff with no Niche RMS access they will need to check language choice via a Niche user.

All staff **must** familiarise themselves with Welsh Language Correspondence SOP and Welsh language Niche User Guide.

#### 5. TELEPHONE CALLS:

When answering the phone to external calls, it is **essential** to provide a fully bilingual greeting. The agreed phrase to use is:

***Bore Da/Prynhawn Da Heddlu De Cymru, (enw) yn siariad.***

*Good Morning/Good Afternoon South Wales Police, (name) Speaking*

If the caller begins to speak in Welsh and you are unable to converse in Welsh, you will politely need to say the below agreed phrase:

***Rwy'n flin dydw i ddim yn siarïad Cymraeg.***

I'm sorry I don't speak Welsh.

*Continue explanation in English, unless you feel confident enough to continue saying;*

***Byddai'n trio ffeindio rhywyn i helpu chi***

*I will try and find someone who can help you.*

At this point you will politely need to explain in English that a call back is being arranged. It is perfectly acceptable to offer a call back to the individual if they wish to converse with a Welsh speaker but there should not be too much of a delay in doing this. The call back should be arranged as soon as the call ends.

If the caller requires specialist information, which can only be provided by a particular non-Welsh speaking member of the team, it is acceptable to explain that the information can only be provided in English due to the subject matter. The arrangement of a courtesy call from a Welsh speaker in order to convey this message would be good practice and helpful.

The corporate directory on the Force intranet contains details of all Welsh-speaking members of staff. Welsh speakers can provide assistance for basic translation that may be required for example 'out of office' replies or 'auto signatures'. Whilst Welsh speaking staff can offer a helpful service for telephone contact and simple and quick translation advice, it is **not** expected that they will provide translation in place of the contracted translation service. Any assistance must not lead to extra work for the individual e.g. a Welsh speaker will be able to assist with conveying the meaning of a Welsh letter but cannot be expected to deal with any actions associated with the letter itself. It is advisable to use the contracted service as far as possible for written requests and certainly for lengthy documents.

Telephone voicemail messages must always be bilingual. This includes messages on all office telephones and on work-issued mobile phones. The exact same message must be given in Welsh and English and it will not be enough to provide a bilingual opening greeting before providing more information in English only. It is advisable that the message is as generic as possible so that it does not require frequent changing. Advice on telephone voicemails will be available on the Force intranet.

**6. INFORMATION DISPLAYS AND SIGNS:**

**All** information displayed in a public place must be bilingual. **All** signs erected must be bilingual - not just those within public areas.

Welsh speakers and Welsh learners in suitable roles (i.e. excluding covert officers) must wear a badge to convey their Welsh language ability. Badges are available from Heads of Departments and BCU Business Managers.

**7. DOCUMENTS AND FORMS:**

**All** documents or forms must be bilingual.

**8. WEBSITES AND SOCIAL MEDIA:**

The Force website will be bilingual and no content can be uploaded until it has first been translated. Video content will also need to be bilingual or include subtitles, dependent on the topic and speaker.

The Force's main Twitter and Facebook accounts **must** provide bilingual tweets. A 'bank

of bilingual tweets' has been created, which contains some of the common words and phrases that may be used in tweets. This is available from Corporate Communications.

It is important that as far as possible tweets are planned ahead in order that they are fully bilingual. Where this cannot be done the contracted translation service offers a turnaround of around 30 minutes for tweets at the cost of £2.50 per tweet. This service is only available during office hours. There is no need to tweet bilingually in the event of an emergency.

**The translation service is available Monday to Friday from 9:00 am until 5:00 pm.**

Whenever a new tweet has been compiled and translated it must be forwarded to Corporate Communications to be added to the bank of tweets.

**There is no requirement for local social media accounts to be bilingual however, staff are encouraged to do so if they have the ability.**

## **9. RECRUITMENT AND HUMAN RESOURCES:**

Staff wishing to receive HR information in Welsh will be able to do so. Wider HR policies provided by Human Resources can be provided bilingually upon request and should be available immediately in most cases. Widely available HR tools such as the annual leave and flexi sheets can also be provided bilingually.

The Standards require that whenever a new post goes out to advert it must undergo a process to assess the Welsh language skills required for the post.

All recruitment processes must be offered bilingually. It is therefore essential that the process is given enough time for this to be provided fairly and is not rushed.

The job application and information pack **must** be fully bilingual. The application form has a section that asks if the applicant would like to be interviewed through the medium of Welsh and if this has been requested, arrangements must be made as quickly as possible. If no Welsh speaking members of staff are available to interview an applicant then simultaneous translation **must** be arranged 15 working days in advance via the Welsh Language Translation inbox.

Any individual that provides a completed application form in Welsh and/or requests to use Welsh at interview must be corresponded with in Welsh at all times during the recruitment process. This includes emails, letters and telephone calls as far as is practicable and will include any written tasks on the interview day. It is recognised that specific job-related information or conversations with the line manager may not always be possible in Welsh and as long as this information is conveyed to the applicant, this will be acceptable.

## **10. COMPLAINTS:**

All complaints relating to the Welsh language must be reported to PSD and the Corporate Services lead for Welsh Language.

## **11. PUBLIC EVENTS:**

If you organise a public event such as a BCU Open Day, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English.

At the event the Welsh language must be treated no less favourably than the English

language.

**12. EQUALITY IMPACT ASSESSMENTS:**

When policies or projects are established or reviewed it is important that they are subject to an Equality Impact Assessment (EIA) process. It is a requirement of the Welsh Language Standards that an assessment of Welsh language implication is conducted during all policy/project/practice development and review. Advice on the EIA process can be obtained from Corporate Services.

**LEGISLATION & REGULATION:**

[Welsh Language Measure 2011](#)