

BRITISH TRANSPORT POLICE

PROPOSED WELSH LANGUAGE SCHEME

INTRODUCTION

The British Transport Police (BTP) is the police service for Great Britain's railways and our business is to police the railways as effectively as possible. The BTP is unique because it is a specialist organisation providing a dedicated service within a particularly challenging rail transport environment.

The population served by the BTP is primarily those who use, work on and manage Britain's railway systems, although an important element of service is to the wider community. This population is spread from the north of Scotland to the West Country, including Wales and the London Underground, and is constantly moving along more than 10,000 route miles and 2,500 stations, or working in the thousands of sidings, yards, depots, offices and other premises. This presents a unique policing challenge.

The British Transport Police has no custody facilities or Control Rooms operating in the Welsh Sector.

Partnership Approach

The essence of policing is through a range of partnerships and BTP continues to build vital relationships with the travelling public, railway managers and their staff - all key stakeholders in the railway industry. In addition, the force pursues its policing objectives (which are published in its Annual Policing Plan) in partnerships with many other organisations and groups.

The BTP Authority is legally responsible for maintaining an adequate and efficient police force.

The Force is committed to providing core policing services to maintain law and order and include services undertaken in relation to community safety, counter-terrorism, the prevention and detection of crime, the keeping of the Queen's Peace, the bringing of offenders to justice and the provision of support to victims and witnesses of crime.

Within these broad roles, there is wide consultation to deliver a service which meets the needs and expectations of customers. Customer liaison groups have been established within the seven operational police areas of the Force. Consultation with the local community is an essential task for all staff.

Operational Policing

The BTP in Great Britain is organised into seven operational Areas commanded by an Area Commander.

Wales is policed by the Wales & Western Area. This Area is itself divided into four sectors, one of which is the Welsh Sector.

There are nine BTP stations operating in the Welsh Sector:-

Bangor
Cardiff
Carmarthen
Machynlleth
Newport
Pontypridd
Rhyl
Shrewsbury
Swansea

FOREWORD

Our Vision for the next 3 years -

The Association of Chief Police Officers Welsh Language Strategy

Our strategic method of dealing with the use of Welsh and English are based on the following **principles**:

- equal status for Welsh and English
- our aim is to be a bilingual organisation

To support these principles BTP (Welsh Sector) will adopt the following **tactics**:

- *an innovative Welsh Language Scheme*
- *more business use of Welsh*
- *basic Welsh skills (level 1) required by all officers*
- *The opportunity for all to attend a suitable Welsh language training provision*
- *Working towards guaranteed language choice at the primary public interfaces.*
- *Identify posts where there is a need for a specific level of ability in Welsh*

During the next 3 years, BTP (Welsh Sector) will aim to

- operate as a bilingual organisation
- 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.
- raise the awareness of current and new staff regarding the police commitment to offer a bilingual service.
- 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 would be to nurture more contact with Welsh speakers and with various representatives of Welsh language groups.
- develop a strategy that would encourage all new members of Welsh Sector staff to demonstrate the ability to show basic (Level 1) Welsh Language courtesy skills before joining, in addition to concentrating on existing staff who have direct contact with the public.
- 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.
- 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.
- make the most of every opportunity to define its commitment to the Welsh language as part of its effort to acknowledge Race and Diversity matters in Wales.

Introduction.

This Scheme is produced in accordance with the Welsh Language Act 1993.

British Transport Police Force's original Welsh language Scheme received the approval of the Welsh language Board under section 14(1) of the Act on 24th July 1998. This document is a revised version of that Scheme.

The BTP (Welsh Sector) has adopted the principle that in the conduct of public business and the administration of justice in Wales it will treat the English and

Welsh languages on a basis of equality. This scheme sets out how the BTP will give effect to that principle when providing services to the public in Wales.

The success of this Scheme is the responsibility of all (Welsh Sector) members of staff.

PLANNING AND DELIVERING SERVICES

New Policies and Initiatives

The Association of Chief Police Officers 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.

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

There are references to this policy in other relevant Police schemes, initiatives and policies. The Force will also assess the likely language results of any new policy or initiative during preparation and when monitoring the policy or initiative.

Reviewing and introducing new policies and initiatives will enable BTP to:

Promote the use of Welsh in its services in the Welsh Sector and move towards achieving the objectives of this Scheme. Every opportunity will be taken to move closer to achieving the principles of equality. The principles described in this Scheme are relevant to every new policy and initiative operated by the Police or on behalf of the Police.

Implementation

- i) Sector Commanders will ensure that all Police work fully conforms with the requirements of this Scheme and of the ACPO Language Strategy.*
- ii) New policy owners and owners of policies undergoing annual reviews will include relevant clauses in the policies to ensure that they fully conform with the requirements of this Scheme and of the ACPO Language Strategy. It will be the responsibility of Policy owners to monitor that they conform with the Language Scheme.*
- iii) Project managers will consider the requirements of Welsh speaking members of the public when creating the brief for the project.*

Appropriate clauses will be included in the project specification to ensure that it conforms with the Language Scheme. The relevant project manager will be responsible for monitoring conformity with the Language Scheme throughout the project.

The Force Welsh Language Co-ordinator will be directly responsible for promoting Welsh language matters and for monitoring conformity with the Welsh language Scheme from day to day amongst the Welsh Sector. ACPO will be responsible for recognizing the need for any change to the Scheme and for providing the necessary reports to the Welsh Language Board. The Force Welsh Language Co-ordinator will be the contact point for enquiries about the Scheme and its implementation.

If there are any new policies or initiatives that could have an effect on the Force Welsh Language Scheme or on the Scheme of another organization, then the Welsh Language Board will be consulted. The Scheme will not change without the agreement of the Board.

Implementation

- i) The Sector Commander will name a member of staff to act as a Language Co-ordinator for Welsh language matters. The co-ordinator will be responsible for increasing the use of the Welsh language in the different teams and for filling in the local monitoring forms.*
- ii) The Force will ensure that a copy of the Scheme as well as implementation guidelines are available to staff through appropriate means, including the use of the Force Intranet.*

SERVICE DELIVERY

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. But we must realize that not all members of staff speak Welsh and therefore in some circumstances we can not 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.

If there is not a member of staff immediately available, measures will be in place to contact a Welsh speaking member of staff. We will get back in contact with the member of the public and to provide the relevant service.

When we are aware from the beginning that a member of the public requires a Welsh language service, it will be provided, but this may not be possible in an emergency.

In an effort to provide a comprehensive service, Welsh speakers will be identified throughout the Sector.

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

Implementation

- (i) The Sector Welsh language co-ordinator will ensure that there is an current list of Welsh speakers for internal use in order to respond to requests for Welsh language service, and that staff know how to get support when it is needed.*

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 the staff to use their Welsh skills in public. One of the objectives of the ACPO Language Strategy is 'More Business Use of Welsh'. 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.

Implementation

- i) The Welsh Sector language co-ordinator will be responsible for promoting the use of the Welsh language in the workplace where this is practicable.*
- i) The Welsh and English languages have equal status in the Police. Staff 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.*
- ii) In accordance with the ACPO principles Welsh speakers and learners will be encouraged and supported to make more use of their spoken and written Welsh skills at work.*

WELSH SERVICE STANDARDS

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

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, every effort will be made to ensure that procedures are adopted that highlight the individual's choice of language.

Translation Services

The Force aims 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.

Translation work is a specialist skill and cannot be done by every bilingual employee. Translation services are currently out-sourced by Force Headquarters.

British Transport Police will expect 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. Any third party translators must be members of the Association of Welsh Translators and Interpreters.

Implementation

- i) Any official brochures, leaflets or publicity material should be forwarded for translation to Force Headquarters.*
- ii) Welsh speakers in the force will be encouraged to draft documents / letters etc in Welsh first.*
- iii) The principles of "Plain Welsh" will be adopted when producing any written work.*

Welsh speaking staff and learners will be encouraged to wear a small badge telling the public that they speak Welsh and English, or that they are learning Welsh in line with the Force's present Dress and Appearance Standard Operating Procedures.

When planning and presenting any services for the public, the force 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.

The ability of the force or any other third party employed on its 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).

Implementation

- i) The Sector Commander will be responsible for ensuring an equal standard of service in both languages.*
- ii) The Sector Welsh language coordinator will encourage Welsh speaking staff and learners to wear a small badge telling the public that they speak Welsh.*
- iii) The 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.*
- iv) Welsh Forces will share good practice and cooperate on projects for the benefit of their different Language Schemes. This will be achieved through establishing a Forces Welsh Language Group. The BTP Assistant Chief Constable (Operations) will take the lead for Welsh matters and internally as part of the Force Diversity Action Group.*

SERVICE PROVISION FOR THE PUBLIC OF WALES

Written Correspondence

BTP welcomes written correspondence and letters in Welsh and English.

Letters in either language will be answered and signed in the language of the original correspondence in accordance with the BTP corporate target, or where this is not possible a signed acknowledgement followed by progress updates.

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.

If any member of staff corresponds by letter or e-mail message with a member of the public after having a face to face or telephone conversation in Welsh, then the written correspondence will be in Welsh or in the chosen language of that member of the public.

The police will initiate correspondence in Welsh with people we know, due to former contact, who prefer to correspond through the medium of Welsh. The Sector 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.

All standard details on official paper, including standard fax message front pages, in the force 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. It also includes contact details and external e-mail messages.

In order to implement the above policy, all staff will be aware of these arrangements as well as of the support that is available to staff members who don't speak Welsh to communicate with the public.

Implementation

- i) Staff will ensure that all standard details that appear on the BTP (Wales) headed paper or in electronic form or on fax sheets used for official correspondence will be bilingual.*
- ii) Area Headquarters will keep a current record of the names of people who wish to receive written correspondence in Welsh.*
- iii) All forms containing specific details of a fine or penalty sent to the public will be completely bilingual.*

COMMUNICATING BY TELEPHONE

All members of the public who wish or have to discuss any matter face to face with British Transport Police in Wales will be welcomed to do so through the medium of Welsh or English.

The BTP Control Room for the Welsh Sector is situated at Birmingham. A new BTP Control room covering the provincial Areas of the Force is planned to commence in 2009 and the Force will aim to ensure the best possible standard of service for those who want to converse in Welsh. This will be done in discussion with the Welsh Language Board. Staff will show linguistic sensitivity and courtesy when responding to Welsh calls.

Area Headquarters will provide instructions for staff regarding how to respond appropriately to phone calls from the public.

All answering machines in Wales on external telephone numbers published by BTP for direct access for the public will have a bilingual message.

Welsh speaking staff will be named in each Station and a database of their details will be kept. This will allow stations 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.

Implementation

- i) Head of the Control Room will arrange guidance for control room staff in accordance with the aims of this Scheme. The management team will monitor this policy.*
- ii) All members of staff who respond directly to external telephone calls will treat those calls in accordance with the guidance in this section.*
- iii) Following discussion with the Welsh Language Board provide a suitable action plan that aims to ensure the best possible standard of service for those who converse in Welsh*

PUBLIC MEETINGS

All members of the public who attend BTP meetings in Wales will be welcomed to speak in Welsh or English. Public advertisements, invitations and other papers describing arrangements for public meetings will explain that this is possible. If confirmation is received that members of the public attending a meeting require translation services then a translation service shall be provided.

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. Upon reasonable request, BTP will aim to 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.

Implementation

- i) In every public meeting or conference held by BTP in Wales the chairperson of the event will open the discussions with a bilingual greeting. Where applicable, participants will also be told that translation facilities are available and that contributions can be made in their chosen language.*
- ii) The Sector Commander will ensure that members of staff responsible for representing the Force in any external meetings or presentations in Wales 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.

OTHER CONTACT WITH THE PUBLIC

All members of the public who wish or have to discuss any matter face to face with the Police will be welcomed to do so through the medium of Welsh or English.

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.

Where it is practicable within the Sector, Welsh speaking staff will be located in workplaces where members of the public who often speak Welsh wish to discuss matters through the medium of Welsh.

In all other communication medium, BTP has undertaken to communicate with the public in their chosen language. An action plan will be prepared to develop the Welsh content on the BTP Internet site relating to Welsh Sector matters.

When individuals are interviewed during an investigation, British Transport Police will inform individuals orally regarding the right to have the interview conducted in Welsh or English according to the wishes of the individual. If there is no Welsh speaking officer immediately available, contingency arrangements will be made.

Implementation

- i) Police station staff will offer and facilitate a choice of language in a proactive way.*
- ii) Staff that 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.*
- iii) Staff will respond positively to a request for Welsh language service and facilitating the process if they don't speak Welsh themselves.*
- iv) BTP will prepare an action plan to develop the Welsh content on the BTP internet site relating to Welsh Sector matters*

THE PUBLIC FACE OF BTP (WELSH SECTOR)

Corporate Identity

The corporate identity of BTP (Welsh Sector) will be fully bilingual.

The following documents and signs will be in both languages –

- Badges (Uniform, helmet etc.)
- Business cards
- Compliments slips
- Consultation documents
- Copy of police evidence against accused – when requested
- Cordoning-off tape
- Evidence / witness forms
- Fax sheets
- Fixed penalty notices
- General information leaflets
- Letterheads
- Notices of all kinds within and outside police buildings
- Opinion surveys (postal / face-to-face / telephone)
- Parking tickets
- Police vehicles
- Publications for schools, voluntary groups, the elderly etc.
- Receipts (for personal possessions whilst in custody)
- Receipts, invoices and cheques
- Signs (permanent – at police buildings)
- Signs (temporary – on roads)
- Standard letters
- Statement forms
- Uniforms

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.

Signs

All BTP's external and internal signs will be bilingual.

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.

All other public signs which fall within the responsibility of BTP will likewise be bilingual e.g. temporary road signs, appeals for information, accident,

stop and slow signs.

It is the responsibility of the Sector Commander to identify lapses in signage and notify Area Headquarters.

Implementation

- i) *BTP Welsh Sector will ensure that all signs and notices are bilingual and a Welsh version will appear either above or to the left of the English version.*

PUBLICATIONS AND WRITTEN MATERIAL (INCLUDING ELECTRONIC VERSIONS)

External Documents

All BTP publications and written material (including electronic versions) for use of the public in Wales 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 prioritized and translation resources used for the most important items.

Internal Documents

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

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

Implementation

- i) *BTP (Welsh Sector) is eager to see more use of the Welsh language as an internal business language. Staff responsible for producing items for internal use should consider the opportunity to include both languages.*
- ii) *The Force will encourage other Welsh Forces to support its request to the Home Office to recognize the existence of two official languages in Wales and the need to create and produce bilingual processes and literature.*

FORMS AND EXPLANATORY MATERIAL

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.

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.

PRESS NOTICES

The BTP 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.

Implementation

- i) *A record of preferences will be kept in the media relations department and local Media Liaison Officers will be advised accordingly. Data will be reviewed and updated annually.*

PUBLICITY CAMPAIGNS, PUBLIC NOTICES AND RECRUITMENT ADVERTISING

BTP 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).

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

BTP 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

(When it is necessary to quote contact telephone numbers on any publicity literature, appropriate numbers will be included.)

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.

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

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

Implementation

- i) *Staff responsible for preparing publicity campaigns in Wales should plan bilingually and should consider the need to show linguistic and cultural sensitivity when planning.*
- ii) *Any body or group entering into partnership with the police for publicity reasons need to conform to the Force Welsh Language Scheme.*

IMPLEMENTATING THE POLICY

Staffing, Recruitment and Training

BTP Welsh Sector aims to be a bilingual organization. But 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 number of bilingual staff who are recruited and to publicize that fact.

The Force is keen to increase all new Welsh Sector staff's ability in the Welsh language in order to show linguistic courtesy and language sensitivity. This is being undertaken in order to change the force's linguistic profile in a planned way. All staff will be expected to achieve at least Level 1 in the Force Welsh Language Competency Framework. Plans will be developed to ensure that staff are given an opportunity to develop basic Welsh language skills to Level 1.

Implementation

- i) *The Force will continue to try to recruit more Welsh speaking staff and learners with the other relevant skills to achieve the duties of the*

post. Part of this process is cultivating and maintaining contact with Welsh organizations and societies.

Explaining the background, aims and objectives of the Language Scheme are critical to introducing a cultural change in the force. All new staff in the force will receive a presentation on the expectations of the organizations 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.

Implementation

- i) The force will investigate ways of extending the provision of linguistic awareness and linguistic sensitivity training for staff.

The Force Welsh Language Competency Framework will be used to assess Welsh language competency levels (Appendix 'C'). Applicants for posts will be informed of the appropriate competency level required.

Where necessary, and in order to achieve a stated aim i.e. genuine provision of language choice to the public, British Transport Police will identify those workplaces and posts where there is a specific level of competency above Level 1.

All new recruits and existing staff – both police officers and police staff are encouraged to undertake Welsh language training on a voluntary basis.

Implementation

- i) *The Force to work towards acknowledging ability in the Welsh language as a skill.*
- ii) *The Human Resources Department will have central ownership and strategic supervision over the process of identifying the Welsh language ability level requirements for all posts.*
- iii) *Human resources managers will ensure that the Welsh Sector consider the linguistic needs of posts and locations when determining what staff are appropriate for any particular post*

The Welsh Language competency framework is provided to enable staff to identify and record their current Welsh skills level as part of the annual PDR. The emphasis will be placed on the ability and willingness of the employee to use language skills in work. The framework and explanatory notes can be

seen in APPENDIX C. They should be used every time it is needed to identify Welsh language competency levels.

Members of staff who wish or who need to learn Welsh or to improve their ability in the Welsh language are supported. Priority will be given to posts that come into regular contact with the public. Where there is a business case to invest in staff attending language training courses, they will be held during working hours and the Force will be responsible for any fees.

If a non Welsh speaker is appointed to a post that has been identified as requiring a specific level of competence in Welsh as part of the Competency Framework (Appendix C), the individual 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.

Implementation

- i) Welsh language training will be given the same status as any other training in the Force. Processes that are part of the Professional 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 Human Resources. As is the case with any training, it will be the responsibility of line managers to name staff to attend courses and to facilitate and monitor attendance as well as show an interest in the development of the individual.*
- ii) The force will encourage all non Welsh speaking BTP 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.*

Where appropriate, vocational Welsh language training will be offered to members of staff.

ADMINISTRATIVE ARRANGEMENTS

The Chief Constable and the Police Authority are fully committed to achieving the principles described in this policy.

The proposals were fully discussed and approved by the Chief Police Officers and the full Police Authority.

The Force and the Authority 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 Authority for approval, consideration will be given to ensure that it conforms with the Language Scheme.

The specific responsibility for ensuring that the scheme is implemented falls with the ACPO officer who is responsible for Welsh issues.

It is the responsibility of the Sector Commander to circulate details of the scheme and ensure that all members of staff are aware of the requirements.

The Welsh Language Co-ordinator shall be centrally responsible for the dissemination of information, instructions and guidance in relation to this policy and liaise with relevant British Transport Police Departments.

The Force will acknowledge that providing a choice of language and showing linguistic sensitivity plays a significant part in ensuring customer care and satisfaction.

Implementation

- i) When any project / policy development plans are presented for the approval of Chief Officers and/or the Authority, it will be necessary to note that the scheme / policy conform to the Welsh Language Scheme, where applicable.
- ii) Any new chief officers / members of the Police Authority will be made aware of the Force's Welsh Language Scheme as part of their induction.

INFORMATION BOOKLET

An information booklet will be prepared for all members of staff explaining the nature of the scheme and how it should be implemented and the target dates specified.

Implementation

The Force Welsh Language Co-ordinator will provide advice and guidance to staff on their responsibilities under the Welsh Language Scheme.

SERVICES GIVEN ON BEHALF OF BTP IN WALES BY OTHER PARTIES

When fulfilling statutory functions and those that regulate the provision of services to the public the force 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.

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 Language Scheme.
- ii) When we join a partnership that another body leads, our contribution to the partnership will conform to the 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 language policy. When acting publicly in the name of the consortium we will act in accordance with the Language Scheme.

When we join or form a partnership, we will ask other potential partners about their Language Scheme, 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 officers who enter into partnerships explaining the responsibilities in accordance with the Language Scheme and explain how officers should go about attributing the expectations of the Language Scheme into the work of the partnership.

Implementation

- i) *The coordinating Officers of any joint project with other agencies / bodies will ensure that the project complies with the Force's Welsh Language Scheme. This will include providing services to the public*

and producing explanatory / promotional literature.

MONITORING THE IMPLEMENTATION OF THE SCHEME

The Sector Commander 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.

Service Provision

The Force will continuously monitor the organisation's service provision in both languages, their effectiveness, and how good the organisation is at encouraging the use of the Welsh language by other parties.

Implementation

- i) The Sector Commander is required to prepare reports to the Force Welsh Language Group at the request of the chairman on their use of the Welsh language.*
- ii) The BTP Welsh Language Co-ordinator will be responsible for monitoring stations' compliance with the Welsh Language Scheme on a day to day basis with the support of the Sector Commander and the ACPO Chief Officer who will be responsible for Welsh issues.*
- iii) The Sector Commander will be responsible for developing processes which will ensure that their procedures and operations comply with the Welsh Language Scheme. They will nominate a member of staff to act locally for the Welsh language scheme. This person to be responsible for completing and returning monitoring reports to the BTP Welsh Language Co-ordinator.*
- iv) Any research regarding public satisfaction with the service provided by the police will include reference to the ability to receive a Welsh language service.*

Dealing with Welsh-speaking Members of the Public

The Force 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.

Implementation

- i) *Welsh language and language choice considerations in both official languages will be mainstreamed into all the Force's systems and quality assurance processes.*

The Organisation's Public Image

Area Headquarters will monitor the use of bilingual publications, forms, signs, notices and other published material as well as ensure the dissemination of the Force's corporate identity.

Implementation

- (i) *Any corporate features will use both languages and the Welsh will appear above or to the left of the English.*
- ii) *Sector Commander (Welsh Sector) will be responsible for monitoring use of bilingual materials.*

TIME-TABLE

Staff and the public will be informed of the objectives of the Force's Welsh Language Scheme as well as annual performance against these objectives. The Force will monitor achievement against targets in accordance with the description in the implementation time-table within the Force's Welsh Language Scheme.

Implementation

- (i) *References to developments and achievements in respect of the Welsh Language Scheme will be included in the Force's Annual Report.*
- ii) *Supervisors will be responsible for informing staff about the aims and objectives of the Language Scheme.*
- (iii) *Information regarding the Scheme's aims and objectives will be available on the force's website and intranet site.*

AGENTS AND CONTRACTORS

Forces will monitor the provision and administration of services by the Forces' agents and contractors in order to ensure compliance with the Scheme.

Implementation

(i) The person responsible for purchasing/managing services by agencies and contractors will ensure that their provision of services comply with the Welsh Language Scheme.

COMMENTS AND COMPLAINTS ABOUT THE WELSH LANGUAGE SCHEME

As part of the Force's 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 BTP (Welsh Sector).

As with every complaint in respect of BTP, the Deputy Chief Constable will be responsible for monitoring the frequency and the nature of the complaints in respect of the Force's Welsh language service. Complaints relevant to the Language Scheme will be treated in accordance with the complaints procedure of the Independent Police Complaints Commission (IPCC).

BTP (Welsh Sector) will welcome and record suggestions to improve the provision of Welsh language services. Suggestions should be presented to the Chief Constable at Force Headquarters. The Force will consider these suggestions and, if they are considered that they are relevant and merit adoption, they will be included in Force policies. The individual who sent the suggestion will be informed about developments.

Implementation

- i) Any complaints about the Language Scheme will be recorded as a complaint against the organization. The complaint will be recorded by the Professional Standards Department.*
- ii) The Sector Commander will note any other comments from the public regarding the standard of the Welsh service when brought to the attention of the Force Welsh Language Co-ordinator. Every complaint / comment that is presented will be drawn to the attention of the Force Welsh Language Group at its meetings.*

PUBLICITY FOR THE LANGUAGE SCHEME

The Force will raise staff awareness about the existence of the Language Scheme and its aims and objectives. Language Awareness training Sessions will be used as part of other training plans and internal procedures to distribute information.

Traditionally, the public in Wales have been used to dealing with the representatives of authority through the medium of English. BTP Welsh Sector will work 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.

Implementation

- i) Details of Welsh Language Scheme are found on the BTP internet site.*
- ii) A copy of the Welsh Language Scheme as well as advice and guidance for staff information will be available on the Force Intranet.*
- iii) Display signs in public areas such as front counters in Police Stations, in reception area of buildings and custody suites will state that a bilingual service is available*

REPORTING

BTP (Welsh Sector) will prepare an Annual report for the Welsh Language Board in a form that has been approved by the Welsh Language Board, describing developments regarding implementing measures in the Scheme against schedules and against agreed standards of service. They 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.

Implementation

- i) The Force Welsh Language Co-ordinator will be responsible for producing an annual report for the Welsh Language Board about the implementation of the Language Scheme.*

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

Eitemau Categori A: i fod yn ddwyieithog (neu yn Gymraeg a Saesneg)

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

Hysbysebion / Advertisements	Llenyddiaeth recriwtio Recruitment literature
Llyfrynau / Booklets	Ffurflenni a pheccynnau ymgeisio am swydd Job application forms and packs
Pamffledi / taflenni Brochures / leaflets	Cylchlythyrau sydd wedi'u hanelu at y cyhoedd Newsletters which are aimed at the public
Ffurflenni i'r cyhoedd Forms for the public	Holiaduron / arolygon i'r cyhoedd Questionnaires / surveys for the public
Eitemau i'w harddangos yn gyhoeddus e.e. sticeri, posteri, tocynnau, hysbysiadau rhybuddio Items for public display e.g. stickers, posters, passes, warning notices	Rhaglenni gwaith a chofnodion Grŵp Iaith Gymraeg yr Heddlu Force Welsh Language Group agendas and minutes
Adroddiadau Blynyddol Annual reports	Datganiadau a bwletinau ystadegol Statistical bulletins and releases
Llythyrau safonol Standard letters	Arddangosfeydd i'r cyhoedd Displays for the public
Deunyddiau cyhoeddusrwydd Publicity material	

Eitemau Categori B: eitemau fydd o bosib yn ddwyieithog gan ddibynnu ar amgylchiadau

[Category B items: items which might be bilingual depending on circumstances](#)

Taflenni newyddion mewnol Internal newsletters	Cyflwyniadau / Presentations
Papurau ymchwil / Research papers	Strategaethau / Strategies
Adroddiadau / Reports	
Dogfennau ymgynghori mewnol Internal consultation documents	Cylchlythyrau / Circulars
Datganiadau i'r wasg Press notices	

Eitemau Categori C: fel arfer mewn un iaith

[Category C items: will usually be monolingual](#)

Cyfrifon (oni bai eu bod yn rhan o adroddiadau blynyddol) Accounts (unless they form part of annual reports)	Gwybodaeth fewnol a gyhoeddir yn gyffredinol o dan Ryddid Gwybodaeth Internal information released generally under Freedom of
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	Information
Tafenni a ddsberthir mewn cynadleddau gan gyrff neu unigolion eraill Conference handouts supplied by other bodies or individuals	Drafftiau gwaith / Working drafts
Dogfennau contract (ac eithrio os gwnaethpwyd cais amdanynt neu mewn sefyllfaoedd penodol Contract documentation (except on request or in specific situations)	Dogfennau mewnol Internal documentation
Gwybodaeth hanesyddol / archif Historical / archive information	

Rhai canllawiau /Some guidelines:

Considerations		
Target audience	Members of the public where there is a well-known and established demand for Welsh language material - Category A	Specialists within sectors or specific sectors where demand for Welsh language material is minimal Category C
Will the item be shared or discussed internally by other organisations?	Yes Category A	No - Category C
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) Category A	Low (specialist groups) - Category C
External Status / profile	Yes - Category A	None Category C

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.

Appendix B –

**POLICE FORCE WELSH LANGUAGE SCHEME
TARGETS & PERFORMANCE INDICATORS**

Service Planning and Delivery

New Policies and Initiatives

Target

Police forces will mainstream Welsh 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.

Service Provision

Target

That Police forces 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.

Dealing with the Welsh speaking public

Target

Language choice in training and development.

PI 4 % of training courses conducted through the medium of Welsh.

Target

All new staff joining British Transport Police (Welsh Sector) to be able to demonstrate basic Welsh language skills Level 1.

PI 5 % of new staff able to demonstrate competence at Level 1.

Implementing and Monitoring the Scheme

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 6 (a) % of staff who have received training in Welsh to a recognised qualification level and / or to the appropriate level of the Police Welsh language competency framework.

PI 7 The % of staff who are able to speak Welsh

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

PI 8 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 in the Welsh sector

Target

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

PI 8 % of all posts within the Welsh sector that have direct contact with the public that conform to the agreed Welsh language competency level (Level 1 – 5).

PI 9 % 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 10 % 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

Welsh Language Service Standards

Dealing with the Welsh speaking public

Statement

Forces will work towards ensuring guaranteed language choice in all recruitment processes. In relation to the recruitment of police officers and Police Community Support Officers, forces are awaiting the outcome of discussion with the Home Office and the national police service training body, National Police Improvements Agency.

Statement

All new staff joining British Transport Police (Welsh Sector) after will be able to demonstrate basic Welsh language skills (Level 1) by the end of their probationary period.

British Transport Police Public Image

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

Statement

All new joiners to British Transport Police Welsh Sector receive language awareness training as part of their induction programme.

Communication skills in Welsh

1. New 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	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Level 4</u>	<u>Level 5</u>
In an office	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.
Police Officer duties	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.
Police Station Counter / Reception / On the phone	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.

Public Meetings / Talking to the Media	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.
Writing	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.

Implementation Plan: Working Towards A Bilingual Organisation

1. Delivering a bilingual service		
Action	Target Date	Responsibility
1a The Force to ensure full compliance with the requirements of this scheme.	April 2010 and then monitored annually (during January of each year)	Chief Officers Area Commanders Departmental Heads Head of Equality and Diversity Team Welsh Sector Commander Local Welsh Language Champions
1b Ensure that new policies and policies which are subject to annual review include appropriate clauses which ensure compliance with this Welsh Language Scheme. Monitor compliance of policies with Welsh Language Scheme.	April 2010 and then monitored annually (during January of each year)	Head of Strategic Planning and Policy Co-ordination Unit Head of Leadership and Diversity Department
1c Projects to consider the needs of the Welsh speaking public at development stage of project brief. Appropriate clauses to be incorporated into the projects specification to ensure compliance with Welsh Language Scheme. Monitor compliance with Welsh Language Scheme throughout life of project.	April 2010 and then monitored annually (during January of each year)	Project and Policy Managers
1d Chief Officers Group to nominate a member of the Force Headquarters 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. The Wales and Western Area Commander to nominate	April 2010 and then monitored annually (during January of each year)	Force Headquarters staff Area Commander Wales and Western

a member of the management team to act as a local co-ordinator for Welsh Language matters in their various teams and to complete local monitoring reports.		
1e Ensure that an up-to-date copy of the Welsh Language Scheme and new implementation guidelines are available to all staff through appropriate channels, including the Force Intranet.	September 2010	Head of Leadership and Diversity Department Wales & Western Area Commander
1f Ensure that current lists of Welsh speakers are available for internal use in order to respond to requests for a Welsh language service.	June 2009 and then monitored annually (during January of each year)	Welsh Sector Commander
1g Promote greater use of the Welsh language in the workplace, as a business language and a language of communication, where practicable, and encourage Welsh speakers to support learners.	June 2009 and then monitored annually (during January of each year)	Welsh Sector Commander Head of Leadership and Diversity Department

2. Standard of Welsh Service

Action	Target Date	Responsibility
2a Ensure equal standard of service in both languages within the Welsh Sector.	April 2010 and then monitored annually (during January of each year)	Wales & Western Area Commander Departmental Heads Welsh Sector Commander
2b Encourage Welsh speakers to draft documents/letters etc in Welsh first, and, if necessary, send drafts to a Home Office Force translation unit to be checked and edited/proofread.	June 2009 and then monitored annually (during January of each year)	Local Welsh language champions Welsh Sector Commander Head of Leadership and Diversity Department
2c Encourage Welsh speaking staff, or staff who are learning Welsh, to wear a small badge indicating their ability in the Welsh language to the public.	April 2009 and then monitored annually (during January of each year)	Local Welsh language champions Welsh Sector Commander Head of Leadership and Diversity Department
2d Encourage other Welsh Forces to share good practice and to work together on projects in the interests of their various Welsh Language Schemes and attend the All Wales Police Welsh Language Group with the Welsh Language Board.	Monitor quarterly	Wales and Western Area Commander Head of Leadership and Diversity Department

3. Providing services to the public
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Action	Target Date	Responsibility
3a Keep a current record of the names of those who have expressed a wish to receive written correspondence through the medium of Welsh.	June 2009 and then monitored annually (during January of each year)	Welsh Sector Commander Welsh Sector Inspectors
3b Ensure that Welsh Sector staff contact details and are fully bilingual.	September 2009 and then monitored annually (during January of each year)	Wales and Western Area Commander Welsh Sector Commander Force Welsh Language Co-ordinator
3c Ensure that all standard details which appear on Force letterheads or fax messages in the Welsh Sector used for official correspondence are bilingual.	June 2009 and then monitored annually (during January of each year)	Wales and Western Area Commander Welsh Sector Commander Force Welsh Language Co-ordinator
3d Promote to staff on how to make full use of the services of the approved translation contractor.	June 2009 and then monitored annually (during April of each year)	Head of Procurement Head of Leadership and Diversity Department
3e Prepare and action plan to develop Welsh content on the BTP website	September 2009 and then monitored annually (during April of each year)	Wales and Western Area Commander

4. Communication on the phone

Action	Target Date	Responsibility
4a Provide guidance and arrange training where necessary for control room staff on how to respond appropriately to phone calls and monitor the standard of the service.	April 2010 and then monitored annually (during January of each year)	Head of Force Control Room Birmingham
4b Ensure that staff who respond directly to external phone calls deal with those calls in accordance with the Welsh Language Scheme and any other relevant guidance.	April 2010 and then monitored annually (during January of each year)	Head of Force Control Room Birmingham
4c Discuss and agree with WLB arrangements for providing bilingual telephone services	September 2009	Wales and Western Area Commander

5. Public Meetings

Action	Target Date	Responsibility
5a Ensure that members of staff responsible for representing British Transport Police at any external meetings or presentations in the Welsh Sector 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.	September 2009 and then monitored annually (during January of each year)	Wales and Western Area Commander Welsh Sector Commander Sector Inspectors
5b Open every meeting or conference in Wales with a bilingual greeting, drawing attention when applicable to the fact that translation services are available and invite those present to contribute in their language of choice.	April 2010 and then monitored annually (during January of each year)	Wales and Western Area Commander Welsh Sector Commander Sector Inspectors

6. The public face of British Transport Police

Action	Target Date	Responsibility
6a Ensure that all signs and notices are bilingual and that the Welsh version appears either above or to the left of the English version. Ensure that any Welsh text is checked by the approved translation services.	April 2009 and then monitored annually (during January of each year)	Wales and Western Area Commander Head of Estates Welsh Sector Commander Force Welsh Language Co-ordinator

7. Published and written material

Action	Target Date	Responsibility
7a Encourage staff with responsibility for producing items for internal use in the Welsh Sector 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.	April 2010 and then monitored annually (during January of each year)	Wales and Western Area Commander Welsh Sector Commander Force Welsh Language Co-ordinator

8. Press Releases

Action	Target Date	Responsibility
8a Ensure that a current record is kept of press and media representatives language of choice and that media liaison officers on the Welsh and Western Area is advised accordingly	September 2009 and then monitored annually (during January of each year)	Head of Force Media and Marketing Wales & Western Area Media Manager
8b Identify and train confident Welsh speakers to represent the Force in interviews with the Welsh media.	September 2009 and then monitored annually (during January of each year)	Wales and Western Area Commander Head of Force Media and Marketing Welsh Sector Commander Wales and Western Area Media Manager

9. Publicity campaigns, public notices and recruitment advertisements

Action	Target Date	Responsibility
9a Ensure that any information which appears on the Force website relating to the Welsh Sector is bilingual.	September 2009 and then monitored annually (during January of each year)	Head of Force Media and Marketing Wales and Western Area Commander Welsh Sector Commander
9b Encourage staff who are responsible for preparing publicity campaigns in the Welsh Sector to plan bilingually and consider the need to show linguistic and cultural sensitivity with design.	September 2009 and then monitored annually (during January of each year)	Head of Force Media and Marketing Wales and Western Area Commander Welsh Sector Commander Sector Inspectors
9c Encourage any body or group which joins in partnership with British Transport Police to comply with the Welsh Language Scheme.	April 2009 and then monitored annually (during January of each year)	Wales and Western Area Commander Welsh Sector Commander Sector Inspectors

10. Implementation of the Scheme

Action	Target Date	Responsibility
10a Develop a bilingual skills strategy for new and existing Welsh Sector staff which includes planning and providing appropriate language training to fill the gaps in the language skills of our staff performing relevant roles that require Welsh language ability.	April 2009 and then monitored annually (during January of each year)	Wales and Western Area Commander Head of Learning and Development Head of Leadership and Diversity
10b Target the recruitment of Welsh speaking staff or learners who possess the other appropriate skills needed to undertake the duties of the post (in compliance with legal framework).	September 2009 and then monitored annually (during January of each year)	Head of Human Resources Human Resources Advisors Head of Force Recruitment
10c Ensure appropriate investment in campaigns to recruit more Welsh speakers and Welsh learners and that sufficient staff and resources are available to achieve our aims.	September 2009 and then monitored annually (during January of each year)	Head of Human Resources Human Resources Advisors Head of Force Recruitment
10d Investigate ways of extending the provision of the linguistic awareness and the linguistic sensitivity training for appropriate staff as part of any training course, especially training courses for posts which entail regular contact with the public.	April 2009 and then monitored annually (during January of each year)	Head of Learning and Development Head of Leadership and Diversity
10e Ensure that linguistic considerations are mainstreamed into all the human resources processes and procedures.	April 2010 and then monitored annually (during January of each year)	Head of Human Resources
10f Ensure that Human Resource Managers consider the linguistic needs of posts and locations where determining what staff are appropriate for any particular	April 2010 and then monitored annually (during January of	Head of Human Resources

post.	each year)	
10g Ensure that Welsh language training is afforded appropriate status, and that staff training needs identification processes are utilised to their full potential in choosing and supporting staff, the developing or conferring their welsh language skills in accordance with the needs of the organisation.	September 2009 and then monitored annually (during January of each year)	Head of Human Resources
10h Encourage all non Welsh speaking staff in the Welsh Sector who have contact with the public to develop a basic ability in the Welsh language in order to strengthen our ability to show linguistic courtesy.	September 2009 and then monitored annually (during January of each year)	Wales and Western Area Commander Welsh Sector Commander Welsh Sector Inspectors
10i Offer language choice to applicants for posts and make appropriate provision for them in selection processes.	September 2009 and then monitored annually (during January of each year)	Head of Human Resources Head of Police Recruitment Human Resource Managers

11. Administrative Arrangements

Action	Target Date	Responsibility
11a Ensure that any plans for developing projects/policies presented to Chief Officers and/or the Authority for approval state that the scheme/policy complies with the Welsh Language Scheme.	September 2009 and then monitored annually (during January of each year)	Head of Strategic Planning and Policy Co-ordination Unit

12. Information Booklet

Action	Target Date	Responsibility
12a Provide advice and guidance to staff on their responsibilities under the revised Welsh Language Scheme.	September 2009 and then monitored annually (during January of each year)	Area Commander, Wale and Western Area

13. Services provided on behalf of British Transport Police by other parties

Action	Target Date	Responsibility
13a Staff to co-ordinate any joint projects with other agencies and to ensure the projects comply with this Welsh Language Scheme.	September 2009 and then monitored annually (during January of each year)	Project Managers

14. Policies and Procedures

Action	Target Date	Responsibility
14a Ensure that any new policies and policies that 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.	September 2010 and then monitored annually (during January of each year)	Head of Strategic Planning and Policy Co-ordination Unit

15. Information Booklet

Action	Target Date	Responsibility
15a Prepare regular reports to the Force Diversity Group on how the Wales and Western Area is complying with the Welsh Language Scheme.	September 2009 and then monitored annually (during January of each year)	Wales and Western Area Commander
15b Monitor the Welsh Sector's compliance and review progress in respect of the Scheme regularly	September 2009 and then monitored annually (during January of each year)	Wales and Western Area Commander Welsh Sector Commander
15c Develop process to ensure procedures and operations comply with the Welsh Language Scheme to include nominating a member of the Wales and Western Area to act as a Welsh Language Champion for the Welsh Language Scheme. This person to be responsible for completing and returning monitoring reports.	September 2009 and then monitored annually (during January of each year)	Wales and Western Area Commander
15d Ensure that any research into public satisfaction in the Welsh Sector around the service provided by the police includes reference to whether they receive a Welsh language service.	September 2009 and then monitored annually (during January of each year)	Force Strategic Planning and Policy Co-ordination Unit

16. Dealing with Welsh speaking members of the public

Action	Target Date	Responsibility
16a Mainstream Welsh language and Welsh language considerations in both official languages into the British Transport Police systems and quality assurances processes in the Welsh Sector.	September 2009 and then monitored annually (during January of each year)	Wales and Western Area Commander

17. Staffing

Action	Target Date	Responsibility
17a Monitor the Welsh Sector's compliance with the objectives of the Welsh Language Scheme and prepare and provide appropriate updates on the staffing situation to the Force Diversity Group.	September 2009 and then monitored annually (during January of each year)	Wales and Western Area Commander

18. Timetable

Action	Target Date	Responsibility
18a Include achievement of Welsh Language Scheme targets as part of corporate targets and refer to developments and achievements in respect of the Welsh Language Scheme in the Annual Report and public performance summaries.	January 2010 and then monitored annually (during January of each year)	ACPO

19. Agents and Contracts

Action	Target Date	Responsibility
19a Ensure that any services purchased/managed by external agencies and contractors comply with the Welsh Language Scheme where appropriate.	September 2009 and then monitored annually (during January of each year)	Head of Procurement

20. Comments and complaints about the Welsh Language Scheme

Action	Target Date	Responsibility
20a Ensure that any comments/complaints from the public regarding the standard of the Welsh service are brought to the attention of the Head of Leadership and Diversity at Force Headquarters.	April 2009 and then monitored annually (during January of each year)	Head of Professional Standards

21. Publicity of the Welsh Language Scheme and the availability of bilingual services

Action	Target Date	Responsibility
21a Ensure that information about the Welsh Language Scheme can be viewed on the internet site and arrange appropriate campaigns to raise awareness about this provision.	September 2009 and then monitored annually (during January of each year)	Head of Media and Marketing Head of Leadership and Diversity
21b Ensure that information about the revised Welsh Language Scheme as well as advice and guidance is available to staff on the intranet and in other appropriate forms	September 2009 and then monitored annually (during January of each year)	Head of Media and Marketing Head of Leadership and Diversity
21c Display signs in Welsh Sector public areas advertising that a bilingual service is available.	September 2009 and then monitored annually (during January of each year)	Wales and Western Area Commander Welsh Sector Commander Sector Inspectors

22. Reporting

Action	Target Date	Responsibility
22a Prepare monitoring reports on the Welsh Language Scheme to the organisation and the Welsh Language Board.	Annually	Wales and Western Area Commander