

2021/22

Welsh Language Monitoring Report



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Foreword



I am pleased to introduce our Welsh Language Standards Annual Monitoring Report (2021-22)

This is the first Report published since I joined BTP as Deputy Chief Constable. As the strategic lead for our Welsh Language Standards, I am committed to building on the progress outlined in this report and promoting the use of, and access to, the Welsh Language use even further.

As a public organisation operating in Wales, it is important that the citizens and visitors to Wales are able to communicate with us in Welsh should they choose.

To achieve this, we have made good progress with our mandatory Welsh Language Level 1 training for all staff in Wales. This year's training focus will be on the provision of further training from Level 2 onwards and making this available to all staff in Wales should they request it.

We know that in order to continue to improve the range of the Welsh language services we offer, we must work in partnership together with our staff, other police forces and national Welsh language organisations, as well as Welsh speakers.

We are happy to hear positive feedback about our progress, but we are equally interested in receiving feedback on where we still need to improve. This annual report has been published to showcase the work that has taken place to implement the Welsh Language Standards and I hope you will find it of interest.

Alistair Sutherland QPM
Deputy Chief Constable



Introduction to the Welsh Language Standards

BTP is the policing service responsible for the railway infrastructure across the United Kingdom. As a national organisation, several departments and support functions, including our call handling, strategic headquarters and estate provision sits outside Wales.

BTP's Wales Sub-Division is geographically responsible for our service delivery throughout Wales and the Borders. It has an establishment of **115 staff**, a mix of Police Officers, Police Community Support Officers and police staff.

In addition to this, a further **43 members** of support functions work from posts within Wales and consist of Specialist Police functions and the Information Management team.

The Welsh Language (Wales) Measure 2011 replaced the Welsh Language Act 1993. As part of the new legislation in Wales, the Welsh language has equal legal status with English and must not be treated any less favourably. Public bodies no longer need to develop and implement Welsh Language Schemes but instead now must comply with a set of national Welsh Language Standards.

The purpose of the Welsh Language Standards is to increase and normalise the use of the Welsh language so that Welsh speakers can use the language in all walks of life.

The Welsh Language Commissioner has issued a Compliance Notice that sets out which of the 176 Standards in the legislation apply to BTP, along with any exemptions and their implementation dates. From 30 March 2017, BTP was required by law to comply with new language standards.



Our Commitment to the Welsh Language Standards

We continue to take our responsibility towards the Welsh language seriously and see the Welsh Language Standards as an opportunity to reinforce this and to provide services to our communities in Wales. We fully recognise the right of individuals to live their lives through the medium of Welsh and we will not treat the language less favourably than English when we deliver these services in Wales.

We aim to comply with the legislative requirement and to become a fully bilingual service for the people of Wales; including offering a language choice and linguistic courtesy on a routine basis to all those who contact us and, additionally, to our own staff who speak Welsh and wish to do so in the workplace.

The Force is investing time and money to promote and facilitate the use of Welsh, and while there is still a little more to do, we have made significant developments since the submission of last year's monitoring report.

We are working hard to ensure that people receive the best possible service, but we are equally realistic that we may not always get things right. To help us improve our Welsh language services, we will be actively encouraging our communities to tell us what we are doing well and where we can improve.

This document provides an overview of the processes in place across the Force to promote our compliance with the Welsh Language Standards and sets out the improvements we are working towards.



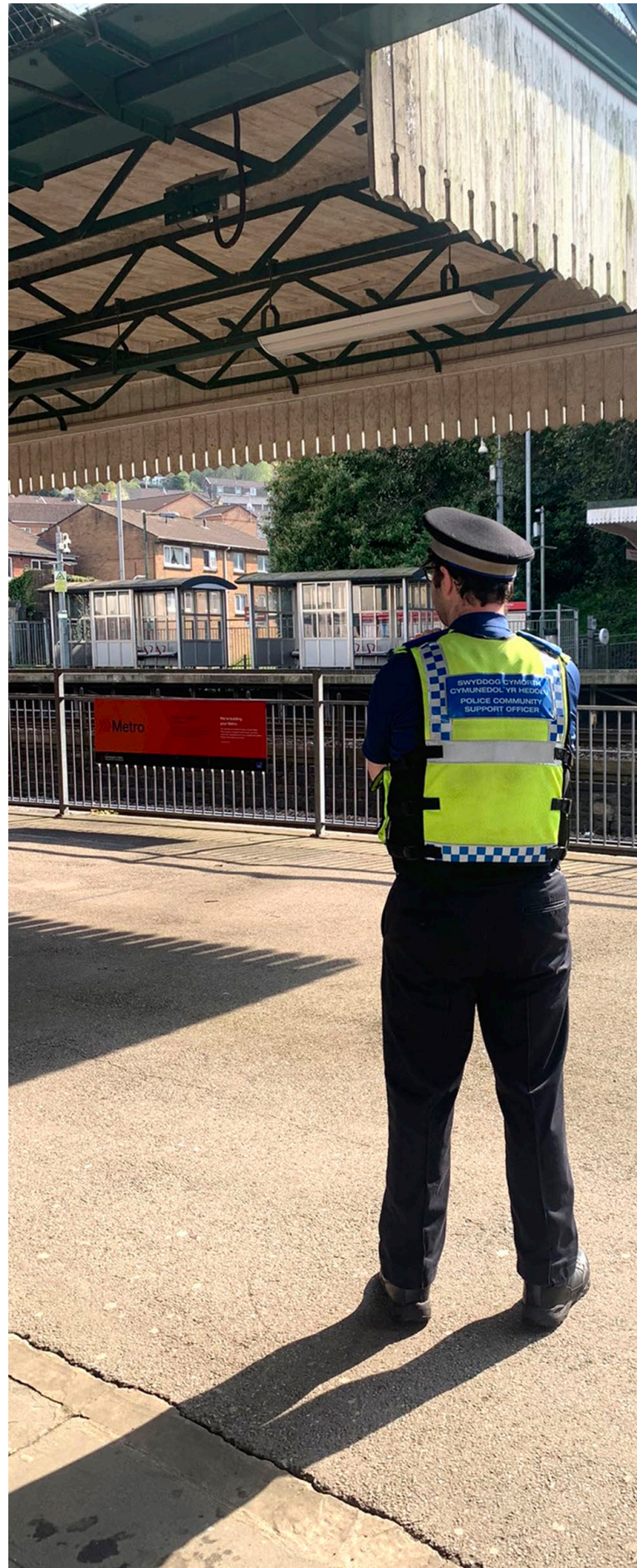
Internal Oversight

Governance arrangements have now been put in place to ensure we deliver a service that complies with the Welsh Language Standards.

A Strategic Board, chaired by the Force's Deputy Chief Constable Alistair Sutherland, is supported by a tactical lead, Superintendent Andy Morgan, who is BTP's Sub-Divisional Commander for Wales.

Underpinning this structure is an Operational Group, chaired by Superintendent Morgan. This group is responsible for developing an auditable self-inspection process and meets regularly to discuss internal and external service provision through the medium of Welsh. The group will report on its findings and any shortcomings directly to the Deputy Chief Constable. This process will ensure that BTP continues to track and record progress against each of the standards, and that progress is sustained.

The Force has committed to providing Welsh language translations and providing development funding to support our Welsh language service provision.





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Promoting the Standards

In anticipation of the implementation of the Welsh Language Standards, the Force developed a comprehensive communications strategy to promote the implementation of the standards internally. This will be repeated during each year, and for 2021, was held on 7 December, Welsh Language Rights Day.

This gave us an opportunity to share our appreciation of the Welsh language right across the force and provide greater understanding of the standards to all our staff, and of our responsibility to provide a genuine bilingual service to the people of Wales.

Later in this report, we have set out the improvements we continue to work towards, and when that work is complete, further information will be shared promoting a genuine bilingual service in Wales.

The internal communication strategy focussed on our ambitions to:

- Increase officer and staff awareness of the standards
- Help ensure that BTP is compliant with the standards
- Give officers and staff a sense of ownership in how the standards are applied
- Reassure officers, staff and stakeholders about the implications of the standards
- Inform officers, staff and stakeholders where they can obtain more information and guidance

We have a small number of officers and staff who are fluent Welsh speakers, and each one provides advice, guidance and support regarding Welsh language matters to other colleagues as well as stakeholders. Not all of our staff are able to speak or write Welsh fluently, and so we have arrangements in place to provide translation support when required and we are developing a training plan to inform and prepare all staff (not only those who work in Wales), on how to provide tailored support for Welsh speakers.

The external communication strategy will be centred on ensuring we:

- Increase public awareness of the standards
- Inform members of the public that all BTP's services are available through the medium of Welsh
- Reassure members of the public that accessing our services through Welsh will not result in receiving a lesser service
- Inform members of the public where they can obtain more information and guidance

External channels have continued to be improved, including the Single Online Home web portal and the Force's social media channels to further promote our Welsh language services.

Skills Policy

The Force recognises that the ability to speak Welsh is a skill alongside other policing skills.

Training will be offered in consideration of the needs of each individual, which could include a combination of:

- In-house training courses
- Self-directed learning
- Externally-funded training provision
- Continual development of Welsh language skills



British Transport Police Welsh Language Standards / Service Delivery Standards

We aim to meet our Service Delivery Standards through authentic commitment to meeting a number of key measures, including:

- Welcoming correspondence in Welsh and English. Any correspondence received in Welsh will be answered in Welsh and will not lead to a delay in our response.
- Footnotes at the bottom of all emails and letterheads explain that we welcome correspondence in Welsh and English.
- Our Welsh-speaking staff will indicate their ability to speak Welsh on email footers.
- Email signatures, 'out of office' email messages and voicemails to main landline numbers will be bilingual.
- All callers in Welsh will be treated with courtesy and respect and we will do all we can to provide a positive service in Welsh.
- When we contact people for the first time and are not aware of their language preference, we will aim to ask them if they wish to communicate with us in Welsh. This applies to email, letter and telephone contact.
- We will aim to record the details of those that inform us they wish to communicate with us in Welsh, so they do not have to state their language preference every time.
- For all public meetings, events and conferences hosted in Wales, we will consider the need to provide content in Welsh. Individuals will be asked to inform us of their wish to communicate in Welsh in order that we can arrange simultaneous translation facilities and preparation of all other relevant paperwork.
- Any new Force signage in Wales will be bilingual.
- All standard documents used in Wales will be bilingual or made available in Welsh on request.
- The Single Online Home website, which has replaced our previous system, is completely bilingual.

British Transport Police Welsh Language Standards / Service Delivery Standards

The Force has not received any formal complaints relating to compliance with our Service Delivery Standards. However, we did receive feedback from the Welsh Language Commissioner's Compliance team that they had received an e-mail reply from a BTP member of staff, without the appropriate footnote and was not bi-lingual.

This was in response to a query sent to our Contact centre in Birmingham, and the recipient was a new member of staff who had not fully understood their responsibilities under the Measure. This has now been addressed with improved briefing structures for all First Contact staff, irrespective of their work location.





Policy Making Standards

Policy Making Standards

We aim to meet our Policy Making Standards through a number of measures including:

- When policies or projects are established or reviewed, they are automatically subjected to an 'Equality Impact Assessment' (EIA) process. This includes an assessment of Welsh language implications and identifying opportunities to promote the Welsh language.
- Consultation and research will explore opportunities to invite views on how we could promote the use of the Welsh language.

The Force has not received any complaints relating to compliance with our Policy-Making Standards.



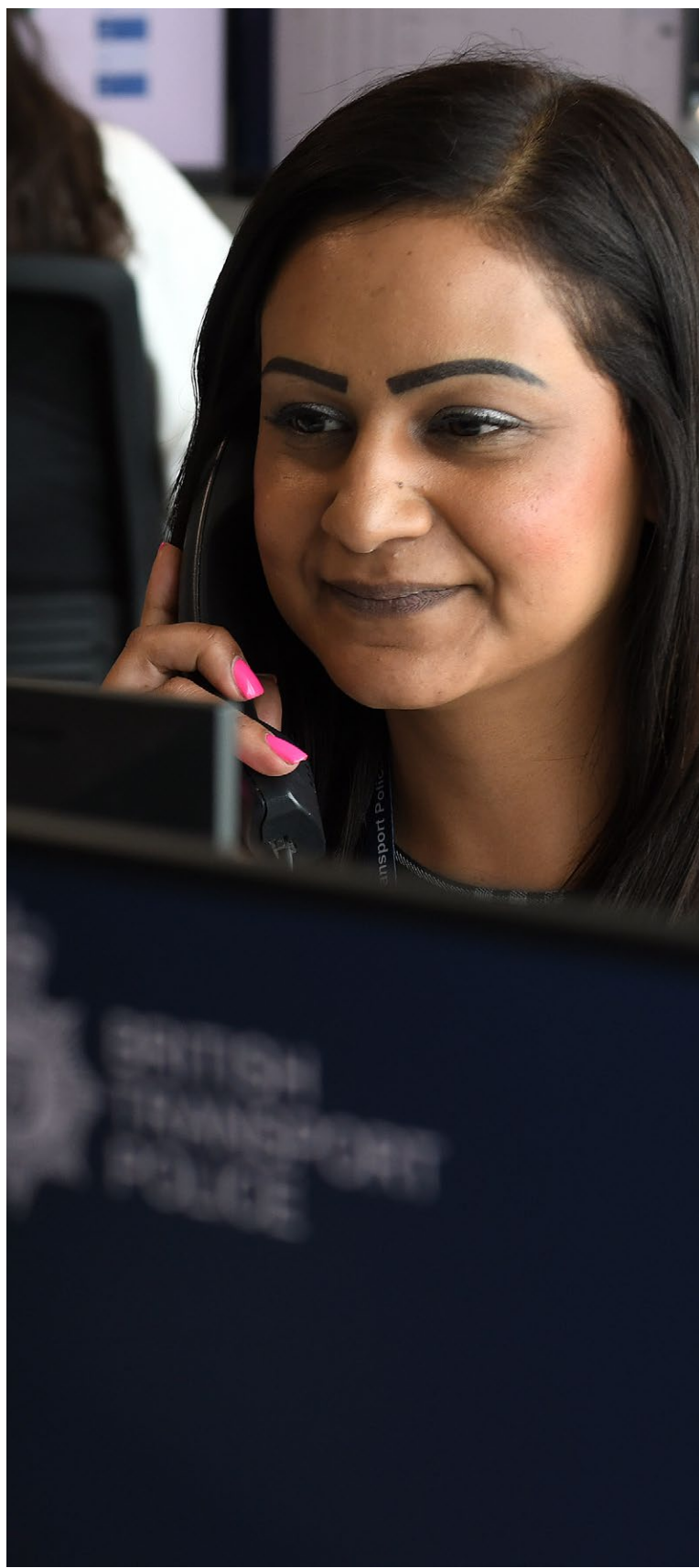
Operational Standards

We aim to meet our Operational Standards through a number of measures, including:

- Members of staff wishing to receive HR documents in Welsh or conduct HR processes in Welsh, can now do so.
- When we advertise for any post, we will undergo a process to assess the Welsh language skills required for that post.
- Recruitment processes for staff will be offered bilingually.
- All new staff that join the Force will be briefed on the requirements and processes relating to the Welsh Language Standards during induction training.
- Welsh language training to Level 1, is now mandatory for all staff based in Wales, and courses for further levels are available to staff if they wish to develop their language skills.
- BTP's workplace signs in Wales, are bilingual.

The Force has not received any complaints relating to compliance with our Operational Standards.

However, further feedback from the Welsh Language Commissioner's Office in respect of recruitment advertisements and our response to phone calls, have been the subject of further internal review to ensure they meet full compliance with the appropriate standards.



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Report crime or incidents
on your train
or at your station - discreetly

Record Keeping Standards

To meet the requirements of our record keeping standards, we will publish the below information on an annual basis:

The number of employees who work in Wales for BTP have the following Welsh language skills

Level 1 – 100

Level 2 – 4

Level 3 – 0

Level 4 – 0

Level 5 – 11

No Skill – 0

The number of members of staff who attended training courses we offered in Welsh during 2020/21:

100 completed the online (internal) Level 1 training & assessment.

The number of members of staff who wore a badge at the end of the financial year:

11

The number of new and vacant posts that we advertised during 2020/21 which were categorised as posts where Welsh language skills were essential:

0

The number of new and vacant posts that we advertised during 2020/21 which were categorised as posts where Welsh language skills needed to be learnt when appointed to the post:

14

All new Staff and Officer recruits are advised that a minimum of Level 1 language skills are essential for anyone being based in Wales.

The number of new and vacant posts that we advertised during 2020/21 which were categorised as posts where Welsh language skills were desirable:

2

The number of new and vacant posts that we advertised during 2020/21 which were categorised as posts where Welsh language skills were not necessary:

0

Complaints received during this period:

0

We have established a policy for dealing with any complaints regarding adherence to the Welsh Language Standards and this is now available on our Single Online Home system. Any complaints received will also be immediately escalated to the Strategic Board for awareness and oversight.



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