



CIVIL NUCLEAR POLICE AUTHORITY

WELSH LANGUAGE SCHEME

1 April 2008

Prepared and approved in accordance with the Welsh Language Act 1993.



BWRDD YR IAITH
GYMRAEG • WELSH
LANGUAGE BOARD

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CIVIL NUCLEAR POLICE AUTHORITY

WELSH LANGUAGE SCHEME

INTRODUCTION

1. The Civil Nuclear Police Authority (the Authority) has adopted the principle that, in the conduct of public business in Wales, it will treat the English and Welsh languages on a basis of equality.
2. This Scheme sets out how the Authority will give effect to that principle when providing services to the public in Wales. In drawing up the measures set out in the Scheme, the Authority has taken account of what is appropriate in the circumstances and reasonably practicable.
3. This Scheme set out by the Authority incorporates the approach taken by the Civil Nuclear Constabulary (the Constabulary) and specifically, the Support Unit at Wylfa.
4. The Scheme will not be changed without prior consultation with the Welsh Language Board. The Authority may, from time to time, submit revisions to the Scheme to the Board.

If you would like to discuss this Scheme please contact, in the first instance, the Diversity Officer, Civil Nuclear Constabulary Headquarters, Culham Science Centre, Abingdon, OXFORDSHIRE OX14 3DB. Tel: 01235 466 570

Description of the Civil Nuclear Police Authority

5. The Energy Act 2004 created the Civil Nuclear Police Authority as an executive Non-Departmental Public Body (NDPB) sponsored by the then Department of Trade and Industry (now known as the Department for Business Enterprise and Regulatory Reform - BERR). Members of the Police Authority are appointed by the Secretary of State. Currently the Police Authority has an independent Chairman, two independent members and four representatives from the nuclear industry.
6. The function of the Authority is to ensure that the Civil Nuclear Constabulary (the Constabulary) is efficient and effective and meets the policing requirements of stakeholders in the civil nuclear industry in accordance with the strategic direction set by the Authority. Objectives and performance targets for the Constabulary are agreed with the Chief Constable and then set by the Authority and published in the Annual Policing Plan.
7. A key objective for the Authority is to verify the continued effectiveness of the Constabulary operations in line with the security standards set by the Director of Civil Nuclear Security. The Authority provides the framework for strong strategic governance and accountability to the Secretary of State and is also responsible for increasing openness and transparency in the activities of the Authority and the Constabulary.
8. The Headquarters of the Authority are located in Risley, Cheshire. The Headquarters of the Constabulary are located in Culham, Oxfordshire with satellite offices in Cumbria. Operational and Support Units of the

Constabulary at fifteen further locations throughout England, Scotland and Wales. For operational purposes, it is necessary to use English as the official business language for all internal communications within the Authority and the Constabulary.

Coverage of the Scheme

9. Operational procedures at the Constabulary Support Unit in Wylfa, Anglesey include a Memorandum of Understanding with North Wales Police. The Constabulary Support Unit at Wylfa comprises only police officers and deployment figures are not specified for individual Units. Within the Constabulary's Support Units, the regional police service retains operational primacy and Constabulary officers can provide first response at incidents within their jurisdiction. In the event of arrest, a formal system laying out the language choice of the arrested person will be agreed with North Wales Police. This enables the court process to comply with the language choices available.
10. The Authority's Scheme applies to the conduct of public business in Wales. The demarcation of the business is between a corporate approach and a local approach.
 - a. The corporate approach relates to conducting public meetings in Wales and the production of corporate information.
 - b. The local approach focuses on officer orientation, recruitment and stakeholder communications for the Support Unit at Wylfa.

SERVICE PLANNING AND DELIVERY

New Policies and Initiatives

11. The Authority undertakes to assess the linguistic consequences of new policies and initiatives when formulating them and to ensure that new policies and initiatives are consistent with, and do not undermine, the Authority's Welsh Language Scheme.

Delivery of Services

12. 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 in the medium of Welsh. A local approach for the Support Unit at Wylfa will be informed in respect of the Welsh Language Scheme. Police officers deployed to the Support Unit at Wylfa will respect the rights of Welsh speakers. Detailed guidance and instructions will be made available to those who may need to implement Welsh language measures. Police officers and staff will be made aware of the linguistic situation in Wales and their responsibilities under the Scheme.
13. Police signage currently extends to police vehicles marked Heddlu. Bilingual signage 'Police' and 'Heddlu' will be available for external uniform items for officers and the police building at Wylfa. At Wylfa, all means of police identification such as warrant cards, name badges and business cards will be bilingual to support the organisation's support for bilingualism. In addition, police officers at Wylfa will be issued with generic badges signifying their language competency.

Standards of Quality

14. The Authority undertakes to deliver an equally high quality of service in both languages, when conducting business in public in Wales. To ensure the quality of translation work undertaken on behalf of the organisation, it is necessary that all translators are members of the Welsh Association of Translators and Interpreters.

DEALING WITH THE WELSH SPEAKING PUBLIC

Written Communication

15. The Authority welcomes correspondence in Welsh as in English and undertakes that correspondence received in Welsh will receive a reply in Welsh and that bilingual correspondence will receive a bilingual reply. Our aim is to send either a substantive reply, or a holding reply, within 20 working days whether the correspondence is in English or Welsh.
16. Unless matters of urgency dictate otherwise, correspondence will be initiated and continued in Welsh with those who state a preference for corresponding in Welsh. This language choice will be recorded for monitoring purposes.
17. Circulars and standard letters that are initiated by the organisation for the local population around Wylfa site will be bilingual.

Telephone Communications

18. As the Authority is based in Cheshire and the Constabulary's headquarters are in Oxfordshire the number of telephone calls received by police staff and officers in Welsh is negligible. At Wylfa Unit, officers will be encouraged to answer the telephone with a bilingual greeting when the appropriate level of the Welsh Learning Scheme has been completed.

Public Meetings

19. The Authority will ensure that members of the public attending public meetings and similar events held in Wales are able and welcome to contribute in Welsh. Invitations and notices publicising an event in Wales will invite those attending who wish to speak in Welsh to notify the arranger of the event in advance so that interpreting facilities can be arranged.

Other Meetings with the Public

20. The number of meetings held by the Authority in Wales is relatively small. The relevant Constabulary sergeant attends the Site Stakeholder Group which is facilitated by the site operator and further meetings of a one to one nature may often be held at short notice. Wherever practicable, if it is informed before a meeting to be held in public at which the participants state a preference for Welsh, the Authority will prepare for necessary Welsh language arrangements.

Other Dealings with the Public

21. Other forms of communications such as email and websites may be used for dealing with the public in Wales.
22. The Authority welcomes email correspondence in Welsh as in English and undertakes that correspondence in Welsh received by email will receive a reply in Welsh. The aim is to send either a substantive, or holding reply within 20 working days whether the correspondence is in English or Welsh. Where practicable, correspondence by email will be initiated and continued in Welsh with those who state the preference.

OUR PUBLIC FACE

Website

23. The Authority will make appropriate use of the internet in fulfilling its commitments under the Welsh Language Act and will ensure Welsh language material is easily accessible on the Authority and the Constabulary websites. The Authority will ensure that at least the following appear on either the Authority/the Constabulary website where appropriate:
 - An introduction to the Authority and the Constabulary in Welsh.
 - The Authority Welsh Language Scheme (in both English and Welsh).
 - Annual Policing Plan (in both English and Welsh).
 - Where a Welsh language version has been produced in printed form of material which is also available on the Authority website in English, the Welsh version will also be made available on the website.
 - Our overall aspiration is to develop a bilingual website.

Press Notices

24. Where the timing for the release permits, those press notices of particular interest to the Welsh speaking public will be made available in Welsh. Press releases and notices issued in Wales will be produced bilingually.

Publicity, campaign and advertising material

25. The Authority will treat the English and Welsh languages on the basis of equality when planning its publicity and advertising campaign strategies. The needs of the Welsh speaking public will be met as follows:
 - Publicity literature aimed specifically at a Welsh audience will be produced bilingually or in separate English and Welsh versions.
 - Advertisements placed in newspapers distributed mainly or wholly in Wales will be bilingual; advertisements in Welsh language publications need be in Welsh only.
 - Static exhibition and public information stands in Wales will be bilingual. To publicise the heightened security arrangements at Wylfa, it is recommended that display materials are produced for the Visitors Centre at Wylfa site.

Official signage, public notices and staff recruitment advertising in Wales

26. Where official Police Authority notices are placed in the public domain in Wales, these will appear with Welsh and English versions shown together and be equal in terms of format, size, quality, legibility and prominence, whether in the press, on notice boards or otherwise.
27. All recruitment adverts placed in the press in Wales will be bilingual and will include the statement 'we welcome applications from Welsh speakers'.
28. Instructions on the above requirements will be made available to all members of staff who are responsible for guidance on these issues; these instructions will be published on the intranet.

Forms

29. CNPA have a commitment to print bilingually all police forms that are designed for public use, with a presumption in favour of single bilingual documents or where appropriate, separate English and Welsh versions which should be published simultaneously, equally available, distributed together and should carry the message saying 'This (form) is also available in (Welsh)' and 'Mae'r (daflen) hon ar gael hefyd yn (Saesneg)'. Written guidance to staff and others involved in designing and producing forms will be provided.

IMPLEMENTING AND MONITORING THE SCHEME

Administrative Arrangements

30. Co-ordinating responsibility for the Scheme rests with the Executive Director of the Authority. Day-to-day responsibility for implementing the measures contained in this Scheme rests with the Diversity Officer in co-ordination with the Support Unit Sergeant at Wylfa.
31. A synopsis of responsibilities and timeframe for an action plan has been drawn up and forms part of this Scheme.

Monitoring

32. The Authority will collect information annually on:
 - Public meetings at which Welsh interpreters have been made available.
 - The number of items of correspondence that have been received in Welsh throughout the organisation.
 - Description of materials published in whole, in part or in summary form in Welsh.
 - Policies and initiatives into which the Welsh language has been mainstreamed or which show consideration for the needs of Welsh speakers.
 - Welsh language skills training at the Support Unit at Wylfa.

- Recruitment advertisements issued bilingually.
 - The incidents and nature of any complaints and suggestions relating to the provision of the Authority and the Constabulary services in Welsh and action that has been taken in the light of these.
33. The Authority will provide the Welsh Language Board with an annual report in a form approved by the Board, on its Welsh Language Scheme. The report will describe the progress in implementing the measures in the Scheme against the approved timetable and standards and will analyse the number and nature of complaints and suggestions for improvements received from the public.

Welsh Language Training

34. The delivery of efficient and effective policing services at the British Nuclear Group site at Wylfa, Anglesey, in conjunction with the North Wales Police requires Constabulary police officers to be provided with the opportunity to learn Welsh at a basic level. Resources available include an interactive learning resource produced by the Welsh Language Board and access to the Welsh Language Advisor at North Wales Police. As the majority of Constabulary officers are mobile grades it is not practicable to introduce Welsh language as a Condition of Employment. However, the adoption of a basic level of Welsh language to enable a good level of service delivery and local orientation should be considered as part of the Performance Development Review process for officers at Wylfa Support Unit.

Action Plan and Responsibilities

35. The following Action Plan identifies actions to be brought before the Police Authority for approval in taking forward the recommendations contained within this scheme:

Action	Target Date	Responsibility
Establish formal system with North Wales Police, laying out the language choice of incumbents on arrest. (<i>Ref. para. 9</i>)	November 2007	BCU Commander North
To assess the linguistic impact of new policies and initiatives, select and implement an appropriate impact assessment tool. (<i>Ref. para. 11</i>)	January 2008	Diversity Officer
Introduce Welsh language awareness training in the induction for Police Officers serving at Wylfa. Develop Welsh language learning opportunities for Police Officers serving at Wylfa. (<i>Ref. para. 12</i>)	January 2008	Diversity Officer/ Constabulary Training Centre
Ensure that all police signage at Wylfa is bilingual. (<i>Ref. para. 13</i>)	April 2008	BCU Commander North
Appoint a recognised Welsh language translation agency for written responses	November 2007	Communications

Action	Target Date	Responsibility
and immediate translation of the Scheme. <i>(Ref. para. 15)</i>		
Establish Welsh language section for the Authority/the Constabulary website to post this Scheme during the consultation period and to store further bilingual documentation. <i>(Ref. para. 23)</i>	October 2007	Communications
Bilingual exhibition and public information to be commissioned for the Visitors Centre at Wylfa. <i>(Ref. para. 25)</i>	April 2008	Communications
Review recruitment documentation for advertisements of vacancies in Wales. <i>(Ref. para. 27)</i>	December 2007	Recruitment / HR
Ensure that information about this Scheme can be viewed on the intranet and arrange appropriate campaigns to raise awareness about this provision. <i>(Ref. para. 28)</i>	Continuous	Diversity Officer
Establish a complaints and suggestions procedure for the provision of services in Welsh. <i>(Ref. para. 32)</i>	January 2008	Diversity Officer
Implement a monitoring system to measure the extent of bilingual communications. This will be reported in an annual report to the Welsh Language Board. Produce an annual report describing the process and measures taken in the first year of the Scheme. <i>(Ref. para. 32)</i>	January 2008 April 2009	Diversity Officer

Appendices:

A: Guidance on which documents should be bilingual (or in English and in Welsh).

B: Examples of Welsh language levels 1 – 5. The first two levels are applicable for initial language learning at Wylfa Support Unit.

C: Guidelines to conducting public meeting effectively.

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 phe cynnau 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, poster, 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 Blynnyddol Annual reports	Datganiadau a bwletinâu ystadegol Statistical bulletins and releases
Papurau Awdurdod yr Heddlu Police Authority papers	Cardiau busnes Business cards
Rhaglenni gwaith a chofnodion cyfarfodydd Awdurdod yr Heddlu Police Authority Meetings Agendas and minutes	Dogfennau ymgynghori sydd wedi'u hanelu at y cyhoedd Consultation documents which are aimed at the public
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

Tafenni newyddion mewnol Internal newsletters	Cyflwyniadau / Presentations
Papurau ymchwil / Research papers	Strategaethau / Strategies
Adroddiadau / Reports	Atodiadau i bapurau pwyllgor Annexes to Police Authority papers
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 Information
Tafenni a ddsberthir mewn cynadleddau gan gyrrff 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 B – These documents may be bilingual.

Category C – English only at present.

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 from the Diversity Officer.

Appendix B

Wylfa Support Unit

Using Welsh language at the Support Unit, Wylfa the focus will be to achieve Levels 1 and 2 initially. Higher skill levels training will be made available to officers stationed for a significant period of time.

	<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 / 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.

	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Level 4</u>	<u>Level 5</u>
Public Meetings and 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.

Appendix C

Public Meetings

Conducting public meetings effectively, either bilingually or through the medium of Welsh entails forward planning and coordinated organising. Ensuring that simultaneous translation provision is available does not, in itself, guarantee that a bilingual meeting will be effectively facilitated.

In order to ensure that all departments and individuals within the organisation are aware of the requirements when organising and conducting public meetings, we recommend that appropriate guidance is issued for staff and officers for the administration of bilingual meetings. We recommend that the guidance adheres to the following steps:

- A commitment to hold bilingual meetings and to facilitate the use of Welsh
- A commitment to ensure that documentation attached to the meeting is bilingual
- A commitment to establish language preference among attendees in advance of the meeting
- Procedures in place to ensure that simultaneous translation equipment is considered in conjunction with room booking and booking of all other resources in advance of a meeting
- Outline the role and responsibilities of the meeting organiser
- Steps to assess the need for Welsh speaking staff to attend meetings to facilitate the meeting
- Outline the role of the Chair in facilitating the use of Welsh
- Outline the role of the Translator in facilitating the use of Welsh
- Things to consider when selecting speakers for meetings or bilingual events:
 - Methods of easing the work of the translator
 - Guidance on using translation equipment