

British Transport Police Authority

Welsh Language Principles & Standards

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Revision History

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11 Jan 2023	1.0	This is a new policy.	L Yasin

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1. Purpose of document

This document sets out how the British Transport Police Authority (BTPA) meets the requirements of Welsh Government Legislation for public bodies operating in Wales in respect of the Welsh Language. The principles and standards outlined apply to the work of BTPA in Wales and when communicating with members of the public and stakeholders whose preferred language is Welsh.

2. Who is the document for?

The document is intended to provide clarity on BTPA's position in respect of the Welsh Language Standards. It acts as a guide for Welsh speaking members of the public and stakeholders to understand how we will meet their requirements and provides clear expectations for employees in discharging their duties.

3. Our core principles

Three core principles underline this policy. These are to:

- Correspond with members of the public and stakeholders in Welsh, where this is their preferred language.
- Ensure that when services are provided in Welsh they are of the same quality as in English.
- Consider the impact of our work and policies on the use of the Welsh Language.

4. Service Delivery Standards

Correspondence and telephone calls

Where correspondence is received in Welsh the reply must be sent in Welsh, unless the sender has indicated this is not necessary.

When sending correspondence to several persons based in Wales a Welsh language version must be included e.g. when sending out a consultation or similar large-scale activity.

Where a telephone call is received in Welsh and there is not an option to use English or correspond in writing a translator will be provided.

Website/social media

A Welsh section of the BTPA website will be kept up to date with key information and be fully functional. The interface and menus in the Welsh section will appear in Welsh. Where applicable, there will be links to Welsh versions of each English-language page on the BTPA website.

When contacted via social media platforms in Welsh BTPA will respond in Welsh, unless it is indicated that this is not necessary.

Public Meetings/Events and Non-public meetings

Public events held by BTPA in Wales will treat the Welsh language no less favourably than the English language. Documents for these meetings will be available in Welsh and a translator provided where those attending have indicated they wish to use Welsh. The translator will provide a Welsh to English service, unless those that have requested to conduct the meeting in Welsh constitute 10% or more of the total then English to Welsh translation will be offered along with the option for the meeting to be conducted in Welsh.

When advertising meetings which are open to the public BTPA will do this in Welsh and English. The advert will advise that anyone attending is welcome to speak Welsh where the meeting is to be held in Wales or include people from Wales.

Where meetings are held in Wales that are open to the public BTPA will have a translator for Welsh to English and orally inform those present in Welsh that they are welcome to use the Welsh language and a simultaneous translation service is available.

BTPA will ensure written material displayed at public meetings in Wales is available in Welsh.

Publications

Publicity and documents for public use in Wales only, will be available in Welsh. Publicity and documents for public use across Great Britain will be made available in Welsh on request.

5. Policy Making Standards

The BTPA will consider the impact of policies on opportunities to use Welsh and ensure it is not treated less favourably than English when operating in Wales. This will form part of the equality impact assessment undertaken when policies are drafted, revised and reviewed.

BTPA's complaints policy will include a section on how complaints in respect of non-compliance with the Welsh language Standards will be dealt with.

6. Operational Standards

BTPA's offices and staff are based in England and are not Welsh speakers, as such there is no policy on the use of Welsh internally.

BTPA will consider Welsh language requirements for new posts and whether they are essential, desirable, to be learnt in post or not necessary.

Where Welsh language skills are necessary BTPA will advertise in Welsh and specify within the advert that Welsh language skills are required.

7. Record Keeping Standards

BTPA will record any complaints in respect of compliance with Welsh Language Standards. Copies will be kept whether they relate to the standards BTPA is required to comply with or not. Steps will be taken to ensure compliance where this is a requirement.

Where BTPA employs Welsh speakers, it will keep a record of them and their skill level.

BTPA will keep records of any assessments of employees and applicants in the Welsh language in accordance with the record retention schedule.

8. Monitoring of compliance

BTPA will prepare a short note on its compliance with the Welsh Language Act as part of its Annual Report and Accounts. BTPA will also prepare a separate document annually to outline how it has fulfilled its compliance, which will be published on the BTPA website.

9. Financial implications

The application of the Standards has financial implications in respect of translation, web and design services.

10. Document owner

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