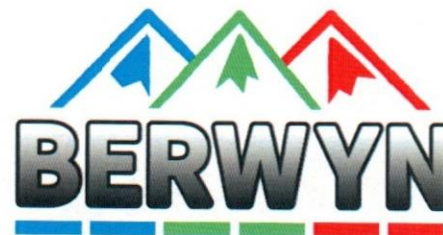




OFFICIAL

Gwasanaeth Carchardai
a Phrawf EM

HM Prison & Probation
Service



Berwyn, Ffordd y Bont, Stad Ddiwydiannol Wrecsam, Wrecsam, LL13 9QE
Berwyn, Bridge Road, Wrexham Industrial Estate, Wrexham, LL13 9QE

Mr Mark Isherwood
Member of the Senedd
Shadow Minister for Finance,
North Wales and Chief Whip

By email: Mark.Isherwood@senedd.wales

1 February 2021

Dear Mark

Thank you for your email dated 29 January forwarding details of the campaign you have received. I can confirm that I have also received correspondence from a number of other interested parties who have also forwarded this apparent campaign of complaint to me.

There has been some repeated correspondence relating to our support for Welsh men, located at HMP Berwyn. Most of these concerns appear to be based on comments made in 2019. As you will know, since that date, we are pleased to have taken responsibility for North Wales Courts and are developing our role to better support all men from Wales and, in particular, improve support for Welsh language speakers.

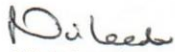
We now hold men from North Wales, who previously were held on remand in the North West of England and had very limited dedicated Welsh language support. The improvements these men now have access to at Berwyn have included the following this year:

- We have established Welsh mentors in reception and induction to provide general Welsh language support.
- A booklet is given to Welsh men on arrival as part of their induction to explain their rights to the Welsh language at Berwyn and in addition bilingual booklets are issued to all men.
- We have launched Berwyn TV and added Welsh programmes to this facility.
- Welsh language awareness training has been rolled out to staff and is part of the staff induction programme.
- We continue to provide lanyards and badges to identify staff as speaking Welsh as a first language.
- We have a Welsh speaker in the mail room to translate incoming and outgoing mail.

In addition, this year, we are including development of the Welsh language and this will be embedded in our Welsh Language Action Plan. We are committed to delivery of recently published Welsh Language Commissioner's recommendations for work done to support men in prison. I would be happy to share future developments from this work over the coming year, should you find this helpful.

Finally, I also provide the background to previous correspondence about complaints that I am happy you can share with others, if you would find this helpful (please see Annex A attached).

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Nick Leader', with a stylized, cursive script.

Nick Leader
Governor

Enc Annex A

Summary of HMP Berwyn Independent Monitoring Board Report – March 2019 to February 2020

The above published report was produced by the Independent Monitoring Board. It is a public document and acknowledged some improvements in the prison alongside some concerns that had been or needed to be addressed. The Independent Monitoring Board and indeed I obviously look to scrutinise the work we do with the aim to improve where required. These reports go back over 12 months and indeed the majority of the complaints relating to Welsh prisoners relate to matters raised over 17 months ago.

As for any public service we are encouraged to receive complaints when people feel our delivery is not as good as it should be in order that we can consider points raised and, if shown to be correct, take action to address issues. From my experience where there is a complaint process and no complaints are received it usually brings into question the openness and confidence people have in the complaints process itself.

For the reporting period of the IMB report the prison received over two hundred Discrimination Incident Report Forms (DIRF's) of which six related to the treatment of Welsh residents or Welsh Language related issues. The Welsh resident and language complaints relate to four issues raised in **September 2019** and two at the end of **2019**. Of the September complaints one of these was about lack of access to a community (one of the twenty four wings at HMP Berwyn) by newly assigned Welsh mentors that had been introduced in the prison. Another asked about the development of a designated community for Welsh men where it was felt the middle manager who responded to this was unhelpful and unsupportive. The third September complaint related to a member of staff who challenged a prisoner for speaking Welsh as they did not understand what was being said and the final complaint in September involved a prisoner who, when the matter was investigated, had been told he would be subject to a behaviour warning should he speak Welsh.

All these incidents were investigated by our equalities team and were found to have at least some substance to them. I personally reviewed the investigation outcomes and agreed remedial action that needed to be taken to prevent recurrence.

The disappointing thread throughout the complaints was that the action we had initiated to help promote Welsh language and culture had not been supported as much as I had wanted. Access to a community that held vulnerable men was denied to one mentor as staff had not been informed the visit/access, which is unusual because we don't usually allow men to visit other communities, had not been properly communicated to staff so they were unaware it had been approved. The manager who organised the visit apologised to both the resident and staff and once staff were aware of the arrangements there were no further issues relating to access by approved mentors onto the prison communities since this date.

Our response about starting a separate community for Welsh men was handled clumsily by an ill-informed manager but we were satisfied had not been dealt with in a manner that had meant to cause offence. Again this was apologised for and the methods for supporting Welsh men arising from the incident was used as a focus for developing improved support for Welsh speaking men over the last twelve months.

The member of staff who stated he would issue a behaviour warning for a person speaking Welsh was formally advised this practice was unacceptable. Similarly the fourth complaint in September about a member of staff who stated that men were not allowed to speak Welsh resulted in all prison staff being reminded that this was not only unacceptable but breaches the published standards expected at the prison.

In addition to these points the following action was taken as a result of the cluster of complaint investigation recommendations:

- Matters were discussed at the Equalities meeting that I chair, involving staff, managers and residents from HMP Berwyn. The proven complaints were discussed and actions to prevent recurrence and support Welsh speaking men and staff were agreed.
- I issued guidance to staff on the findings of the investigations and explained how the way matters were raised was not acceptable and explained our commitment to improve areas of concern.
- I wrote personally to each complainant. I thanked each one for raising concerns as it gave us an opportunity to review the issues and address them. In my letter I apologised, reaffirmed the standards I expected to be followed by staff to support the promotion of Welsh language at HMP Berwyn and explained action we were taking to address these matters. In addition we explained how further support could be provided and how any other concerns, if identified, could be escalated including writing direct to myself if needed.
- The process for holding Welsh language support meetings and allowing access of Welsh mentors around the prison was published and explained to staff and residents.
- The standards expected of staff were published in our weekly staff briefing to staff and were raised by myself at a full staff meeting.
- We arranged for our Regional Equalities lead and Welsh Language champion to speak at a staff meeting to reinforce the promotion of appropriate support for Welsh culture and promotion of the Welsh language. This also included the promotion of Welsh language champions and the wearing of lanyards so people were aware of men and staff who were available to provide support for Welsh men needing help with the Welsh language if required.
- We reinforced the role of the peer and staff Welsh language champions across the prison.

There has been no repetition of these concerns since this date.

The two other Welsh language complaints in 2019 included one in October 2019 when a prisoner complained he did not have access to a translator at an adjudication (a disciplinary hearing). When this was investigated it was clear that a Welsh translation offer **had been offered** in accordance with our adjudication procedures. The matter was the first time such issues had been raised. We were satisfied that a translation process was provided using Welsh speaking staff but since this date have expanded the potential for using peer support and/or official telephone translation services if requested.

The final and most recent complaint about access to Welsh language support was raised in December 2019 where a man stated he had been refused access to a Welsh mentor for support. When this matter was investigated by a Welsh speaking member of our Equalities

team it was revealed access had been denied by staff as at the time the request was made staff were dealing with an incident and so were not able to facilitate this. The response was accepted by the resident concerned.

Additional action that has been taken to promote the use of and support the development of the Welsh language at HMP Berwyn since this date include the following.

- We have established Welsh mentors so men on reception and induction can get support from peer support if requested.
- We have a staff Welsh champion lead who meets with residents and other staff to ensure support is maintained. This member of staff runs two sessions a month for staff where language Welsh and culture awareness is covered. There is also a planned update to be provided to the training course of all new Prison Officers so they are aware of our support for promoting the Welsh language at HMP Berwyn.
- We have a Welsh language curriculum provided by our education provider NOVUS Cambria to support and promote ongoing learning of the Welsh language and enabling qualifications to be gained in this area of education. It should be noted however that as for all education services this support has not been possible to maintain during the COVID regime restrictions in recent months.
- At the monthly Equalities meeting I receive an update on progress of Welsh language initiatives alongside updates that are provided for all other protected characteristics.
- Every new reception to HMP Berwyn receives an update on how we are supporting Berwyn's Welsh Speaking Community, copy attached, that is provided in English and Welsh. This covers a range of other activities we provide that helps embed ongoing support for Welsh speaking men. This work includes links to Menter Iaith Ffint a Wrecsam and to the Welsh Language Commissioner.
- Most recently at our last Equalities meeting we reviewed and published a dedicated action plan to promote Welsh language and culture to address the recently published recommendations made by the Welsh Language Commissioner.

Although we are not complacent in any way, I do take positive feedback from the IMB who have been monitoring all complaints throughout the period of time COVID-19 restrictions have been in place (since March 2020). During this time the IMB reported that they have had over 800 complaints/concerns raised with them and not one has related to concerns about the Welsh language.

I stand by my view that receiving complaints is a positive issue as it gives organisations the chance to review concerns and take action if necessary to improve. I was obviously disappointed that some standards we expected to see being followed had not been but believe the work we are doing shows our commitment to address these matter and fully promote the Welsh language at HMP Berwyn.

In relation to Welsh speaking staff we actively promote an increase in Welsh speaking staff in all our recruitment material and the work to promote staff Welsh champions has been positively received.

Nick Leader
Governor

Os ydych yn cael trafferth defnyddio unrhyw un o'r gwasanaethau uchod, cysylltwch â Helen Evans, sef arweinydd iaith Gymraeg OMU drwy Unilink yn y lle cyntaf.

Os ydych yn teimlo bod rhywun yn gwahaniaethu yn eich erbyn oherwydd cenedligrwydd neu ddewis iaith, gallwch lenwi Ffurflen Adrodd Digwyddiadau o Wahaniaethu (DIRF) sydd ar gael yn y gymuned. Gallir rhoi'r ffurflenni hyn mewn blychau penodol sydd ar gael ym mhob cymuned.



Gwasanaeth Carchardai a
Phrawf EM yng Nghymru

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CROESO

Cymuned Gymraeg Carchar Berwyn

Ydych chi'n siarad Cymraeg?

Ydych chi'n dysgu Cymraeg?

Gallwch barhau i ddefnyddio'r iaith sydd orau gennych yng Ngharchar Berwyn trwy ei defnyddio'n swyddogol a chymdeithasol. Yng Ngharchar Berwyn, mae dyletswydd arnom i sicrhau bod gan unrhyw un sy'n dymuno siarad Cymraeg y rhyddid i wneud hynny heb ymyrraeth. Byddwn yn ymdrechu i ddarparu pob gwasanaeth drwy gyfnewg y Gymraeg lle bo hynny'n ymarferol ac yn rhesymol.

Rydym yn annog y defnyddio o'r Gymraeg ac yn darparu cyfleoedd yn rheolaidd i yngyweithio a chymdeithasu gan ddefnyddio'r iaith. Rydym yn cynnal grwpiau ffocws Cymraeg yn rheolaidd lle byddwn yn trafod gwahanol agweddau ar yr iaith Gymraeg, ei diwylliant a'i threfladaeth. Mae croeso cynnes bob amser i siaradwyr rhugl a dysgwyr.

Mae'r canllaw hwn wedi'i greu i'ch cynorthwyo chi i ddefnyddio eich dewis iaith. Mae'r wybodaeth yn cael ei diweddarau'n rheolaidd roi gwybod i chi am y gwasanaethau sydd ar gael ar hyn o bryd.

Os oes gennych unrhyw adborth cysylltwch â Helen Evans drwy Unilink.

Diweddarnwyd - Ionawr 2020

Yn y canllaw hwn

Sefydlu

Pencampwyr Cymraeg

Gweithwyr Allweddol

Goruchwylywyr Troseddau

Gwrandawyr

Unilink

Y Llyfrgell

Ffurflenni a dogfenau

Dragon Hour - Radio

Gwasanaeth Crefyddol

Addysg

Staff

Cydnabyddiaeth

Cwynion

Cymuned Gymraeg Berwyn

Sefydlu

Mae cyfle i chi gael eich sesiynau cynefino drwy'r iaith Gymraeg. Gofynnwch aelod o staff agosaf am y gwasanaeth hwn cyn gynted â phosibl er mwyn sicrhau eich bod yn cael eich cefnogi'n llawn.

Pencampwr Cymraeg

Mae Pencampwr Cymraeg ar gael ym mhob bloc. Dynion yw'r rhain a byddant yn gallu cynnig cymorth ichi drwy gyfiwng y Gymraeg. Gofynnwch i'r swyddog pwy yw'r Pencampwr Cymraeg ar eich bloc chi.

Gwerthwyr Allweddol

Os ydych yn siaradwr Cymraeg cydnabyddedig mae gennych yr hawl i weithwyr allweddol sy'n siarad Cymraeg. Peidiwch ag anghofio gofyn i'ch swyddog am y gwasanaeth hwn.

Goruchwyliwr Troseddau

Mae croeso i bob carcharor sy'n ffafrio siarad Cymraeg ofyn i Oruchwyliwr Troseddau Cymraeg eich cefnogi drwy gydol eich cyfnod yma yng Ngharchar Berwyn. Trafodwch yr opsiwn hwn gyda'ch Goruchwyliwr Troseddau.

Gwrandawr

Mae gwrandawr yn cynnig gwasanaeth cyfrinachol ac maent ar gael 24/7. Maent ar gael i drafod a chefnogi eich anghenion emosiynol yn ystod cyfnodau anodd. Cânt eu hyfforddi'n arbennig gan y Samariaid ac maent yn darparu sesiynau cyfrinachol. Ni fyddant yn trosglwyddo unrhyw wybodaeth i swyddogion na neb arall heb eich caniatâd. Os oes amoch angen y gwasanaeth hwn yn Gymraeg, gofynnwch i swyddog eich cymuned neu swyddog y ddalfa ddiogelach am wrandawr sy'n siarad Cymraeg.

Unlink

Os ydych yn siarad Cymraeg gallwch gysylltu â'r gymuned Gymraeg ar Unlink os ydych yn dymuno cynnal cysylltiadau gyda'r iaith Gymraeg a'r diwylliant Cymraeg yma yng Ngharchar Berwyn. Mae dolen i gyfleuster dysgu Cymraeg ar gael ar Unlink.

Y Llyfrgell

Mae dewis eang o lyfrau Cymraeg ar gael yn llyfrgell y carchar. Hefyd mae gennym gopïau o'r cylchgrawn misol "Golwg" sydd ar gael i'w lenhthg.

Cymuned Gymraeg Berwyn

Flurflenni a dogfennau

Mae pob flurflen y mae'n gofyn i chi ei defnyddio yng Ngharchar Berwyn ar gael yn ddwyieithog ar gais. Am fwy o wybodaeth cysylltwch â'ch cydlynnydd Cymraeg neu Bencampwr Cymraeg.

Dragon Hour

Mae Radio Cenedlaethol y Carchar yn cynnal rhaglen wythnosol i gercharorion Cymraeg o'r enw Dragon Hour. Gwnewch yn siŵr eich bod yn cofio gwrandao ami. Ar adeg ysgrifennu hwn, mae'n cychwyn am 6pm ar nos Sul.

Gwasanaeth Crefyddol

Rydym yn cynnig gwasanaeth Cristnogol dwyieithog bob bore Sul. Yn ystod eich cyfnod sefydlu, bydd aelod o'r gaplaniaeth yn trafod opsiynau gyda chi.

Addysg

Mae cysiau Cymraeg ar gael i ddysgwyr yng Ngholeg Berwyn. Gellir cynnal pob cwrs yn ddwyieithog ar gais. Mae'r rhain yn amrywio o gyrсияu rhifedd a llythrennedd i ddewisiadau addysg bellach.

Staff

Cynghorir staff Carchar Berwyn i drin y Gymraeg yn gyfartal ac fe'u hanogir i'w defnyddio'n ddyddiol. Mae gan rai staff gyfrifoldebau penodol o ran cefnogi'r Gymraeg a'i diwylliant yng Ngharchar Berwyn.

- Y Llywodraethwr – Nick Leader –sydd yn gyfrifol am effeithlonrwydd darpariaethau'r Gymraeg yng Ngharchar Berwyn
- Anweinwyr yr iaith Gymraeg – Helen Evans, OMU a Jason Kelsall, HRBP – mae'n rhw yma i sicrhau bod gan unrhyw un sy'n dymuno siarad Cymraeg yng Ngharchar Berwyn y rhyddid i wneud hynny

Cydnabyddiaeth

Mae Carchar Berwyn yn gweithio'n agos gyda'r asiantaethau canlynol i sicrhau bod iaith a diwylliant Cymru yn cael eu cefnogi'n llawn:

- Menter Iaith Flint a Wrecsam
- Comisiynydd y Gymraeg

Complaints

If you have difficulties accessing any of the above services through the means suggested above, please contact Helen Evans who is the Welsh Language lead in OMU on Unilink in the first instance.

If, for reason of nationality or language usage, you feel you are being discriminated against you can complete a DIRF (Discrimination Incident Reporting Form) which are available on the community. These forms can be submitted into designated boxes on each community.



Gwasanaeth Carchardai a
Phrawf EM yng Nghymru

HM Prison & Probation
Service in Wales

CROESO - WELCOME

BERWYN'S WELSH SPEAKING COMMUNITY

Do you speak Welsh?

Are you learning to speak Welsh?

You can continue to use your preferred language at HMP Berwyn through official and social practice. At HMP Berwyn we have a duty to ensure that anyone who wishes to speak in Welsh has the freedom to do so without interference. We will endeavour to provide all services here through the medium of Welsh where practical and reasonable.

We encourage the use of Welsh and regularly provide opportunities to interact and socialise using the language. We hold Welsh language focus groups on a regular basis where we discuss different aspects of Welsh language, culture and heritage. There is always a warm welcome for fluent and learner speakers.

This guide has been created to support you in the use of your preferred language. The information within is updated regularly to keep you informed with the services currently available.

If you have any feedback contact Helen Evans via Unilink.

In this guide

Induction
Welsh Champions
Keyworkers
Offender Supervisors
Listeners
Unilink
Library
Forms and documents
Dragon Hour – Radio
Religious Service
Education
Staff
Acknowledgements
Complaints

Berwyn's Welsh Speaking Community

Induction

There is an opportunity for you to be inducted through the Welsh language. Please ask the nearest staff member for this service at the earliest possible opportunity to ensure you are fully supported.

Welsh Champions

There are Welsh Champions available on each house block. These are nominated men who will be able to offer support through the medium of Welsh. Please ask an officer who the nominated Welsh Champion is on your house

Keyworker

If you are a recognised Welsh Language speaker you have the right to a Welsh Language speaking keyworker. Don't forget to ask for this service from an officer on your community.

Offender Supervisor

All Welsh language preferred prisoners are welcome to request a Welsh language Offender Supervisor to support you throughout your journey here in Berwyn. Please discuss this option with your nominated Offender Supervisor.

Listeners

Listeners offer a confidential service and are available 24/7. They are available to discuss and support your emotional needs during difficult times. They are specially trained by the Samaritans and provide a confidential consultation. They will not pass on any information to officials or anyone else without your consent. If you require this service in Welsh, please ask an officer on your community or a Safer Custody officer for a Welsh speaking Listener.

Unlink

If you are a Welsh speaker you can contact the Welsh Language community on Unlink if you wish to maintain links with the Welsh language and culture here in Berwyn. There is also a link to a Welsh Language learning facility availability on Unlink.

Library

There is a wide selection of Welsh books available in the prison library. Also we have copies of the monthly magazine "Golwg" which are available on loan.

Berwyn's Welsh Speaking Community

Forms and documents

Every form you are required to use at HMP Berwyn is available bilingually on request. For more information please contact the Welsh Language Coordinator or Welsh Champion on your house.

Dragon Hour

National Prison Radio runs a weekly program for Welsh speaking prisoners called Dragon Hour. Make sure you listen out for it. At the time of writing, this is running at 6pm on Sunday evenings.

Religious Service

We offer a bilingual Christian service every Sunday morning. During your induction, a member of Chaplaincy will discuss service options with you.

Education

There are Welsh language courses available for learners in Colleg Berwyn. All courses can be offered through bilingual options on request. These range from numeracy and literacy courses through to further education choices.

Staff

Staff at Berwyn are advised on the equal treatment of the Welsh language and encouraged to use it in daily interactions. Certain staff have specific responsibilities in supporting Welsh language and culture at Berwyn.

- The Governor – Nick Leader – has overall responsibility for the effectiveness of Welsh language provisions at HMP Berwyn
- Welsh language leads – Helen Evans, OMU and Jason Kelsall, HRBP – are here to ensure that the anyone who wishes to speak Welsh at HMP Berwyn has the freedom to do so

Acknowledgements

HMP Berwyn works closely with the following agencies to ensure that Welsh language and culture are fully supported:

- Menter Iaith Fflint a Wrecsam
- Comisiynydd y Gymraeg