

The Security Industry Authority
Welsh language scheme
Prepared under the Welsh Language Act 1993

Approved by the Welsh Language Commissioner 16 April 2020



Welsh language scheme

This Welsh Language scheme was approved by the Welsh Language Commissioner under section 14(1) of the Welsh Language Act 1993 on 16 April 2020.

Principle of Equality

The Security Industry Authority is committed to fulfilling its obligations under the Welsh Language Act 1993.

The Security Industry Authority has adopted the principle that in the conduct of public business it will treat the English and Welsh languages on the basis of equality.

This scheme sets out how the Security Industry Authority will implement this principle when providing services to the public in Wales.

The SIA recognises that the Welsh language has official status in Wales as enshrined by the Welsh Language (Wales) Measure 2011.

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Section 1: Introduction

Purpose

- 1.1 The Security Industry Authority (SIA) has adopted the principle that it will treat the Welsh and English languages equally when conducting public business in Wales. The scheme identifies how we will implement that principle in providing public services in Wales.
- 1.2 Our publication of a Welsh language scheme incorporates new working practices in serving the public in Wales and formalises our language policies as required by the Welsh Language Commissioner.

About us

- 1.3 The SIA is an executive Non-Departmental Public Body sponsored by the Home Office. We were established by the Private Security Industry Act 2001 (PSIA) to regulate certain activities within the private security industry for England, Wales, Scotland and Northern Ireland. The SIA supports the key priorities of the Home Office by contributing to the reduction and prevention of crime, and to public protection. As the regulator of the private security industry, our role is to protect people, property and premises and set high quality standards of training for licence holders. As part of this we:
 - licence individuals in specific sectors and to approve companies
 - keep under general review the private security industry and the operation of the legislative framework
 - monitor the activities and effectiveness of those working in the private security industry
 - conduct inspections
 - set and approve standards of conduct, training and supervision within the industry
 - make recommendations to improve standards.
- 1.4 The current Chair of the SIA is Elizabeth France. The governing body of the SIA, the Board, comprises of the Authority members (non-executive directors) and our executive directors.
- 1.5 We are based in London. The SIA does not anticipate that we will have an office in Wales in the near future; however we are a UK wide regulator.
- 1.6 We have undertaken to monitor the effectiveness of implementation of the measures set out in this scheme and will not alter the scheme without the approval of the Welsh Language Commissioner.



Section 2: Service planning and delivery

2.1 The SIA acknowledges the importance of providing a service in the preferred language of the customer as part of a quality service and recognises the culture and linguistic needs of the Welsh speaking public. The SIA is fully committed to the principle that the English and Welsh languages will be treated on the basis of equality.

New policies and initiatives

- 2.2 The SIA is committed to ensuring that licence holders meet the needs of the Welsh speaking community and to working with partners in Wales to ensure this occurs.
- 2.3 When we plan and formulate new policies or initiatives, or update existing policies, we will assess the language consequences to make sure that they meet with the commitments given in this scheme.
- 2.4 In formulating new policies and initiatives, the SIA will:
 - ensure all SIA staff will be made aware of the scheme through internal awareness raising activities
 - ensure all new employees will be made aware of the scheme and their responsibilities through induction packs
 - ensure that new polices and initiatives will be consistent with the scheme and do not undermine it
 - develop internal guidelines describing the arrangements made to implement these measures.
 - consult the Welsh Language Commissioner in advance regarding proposals which will affect the scheme
 - not alter the scheme without prior approval of the Welsh Language Commissioner.

Delivery and standards of service in Welsh

- 2.5 The SIA is committed to the delivery of a bilingual service in accordance with the contents of the scheme.
- 2.6 The SIA is committed to providing an equally high quality service in both English and Welsh. This will be stated in key documents such as our annual report. Our capacity to provide services in Welsh is partly dependent on translation services. We therefore recognise that any lack of in-house Welsh language skills capacity will need to be supported by external service commissioning.
- 2.7 The SIA will:
 - provide details of the standards of services offered on our website
 - monitor the standard of service and its implementation



- investigate future Welsh language services
- use qualified translators whom are members of the Association of Welsh Language Translators

Section 3: Dealing with Welsh Speaking Public

Written and telephone communication the Welsh speaking public

- 3.1 The SIA welcomes written enquiries from members of the public in either Welsh or English. Letters or emails in Welsh will be answered in Welsh within the same service levels as correspondence in English.
- 3.2 The SIA will publicise that we welcome correspondence in Welsh.
- 3.3 The SIA does not have any Welsh speaking staff at present. Greetings to callers will therefore be offered in English. If a caller wishes to proceed in Welsh, they will be given the option of continuing the call in English or putting the query to us in writing. We will review the option of being able to receive and deal with calls in Welsh from the outset.
- 3.4 The SIA will publish clear internal procedures on dealing with written and telephone communications in Welsh and ensure that all employees are aware of the relevant protocols.
- 3.5 We do not currently have any email newsletters and other circulars that are directed specifically at the public in Wales. However we will review this provision over time. Any services offered in Welsh will be stated clearly in Welsh on our website.
- 3.6 The development of Welsh language services for licence holders will be monitored and reviewed.

Public meetings

- 3.7 Members of the public who intent to attend our public meetings in Wales are welcome to speak in Welsh or English. Public notices, invitations and other papers setting out the arrangements for these meetings will make it clear that this is possible. We will request that prior notice is given to assist us in arranging this.
- 3.8 Notices of public meetings in Wales will be bilingual.
- 3.9 Any agendas and minutes of meetings for the general public in Wales will be available bilingually.



Non-public meetings

3.10 Private meetings with members of staff, stakeholders and members of the public in Wales will be available using the Welsh language. The SIA will ensure that suitably qualified interpreters are available in order that Welsh language meetings/interviews can take place. All written material relating to individual interviewees will be available bilingually.

Section 4: The SIA's public face

Publications

- 4.1 The SIA issues publications for a variety of purposes. Information aimed at private security clients and members of the public will be available in English. However we will offer a translation into Welsh on request.
- 4.2 Standards, guidance and other technical or specialised material aimed at licence holders and not directly at the public will be in English. However we will offer a translation into Welsh on request.
- 4.3 All SIA documents are currently available free of charge. However, if in the future there is a cost attached to a publication, the English and Welsh copies or the bilingual copies of the publication will be the same price.

Public advertising

4.4 Where the SIA conducts public advertising and publicity campaigns in Wales we will treat the two languages on the basis of equality. Billboard and other advertising on physical sites in Wales will be presented bilingually, as will any magazine and newspaper advertising in publications distributed only in Wales.

Press releases

- 4.5 The SIA will issue bilingual press releases and statements to the media in Wales where they relate to specific Welsh issues. Translations at press conferences in Wales will be provided for journalists on request.
- 4.6 There may be times when it is not possible to organise translation of an urgent press release before issuing it. Where this occurs a translation will be arranged within 24 hours on weekdays.

The SIA website

4.7 The SIA website contains a section devoted to information for the general public, containing core details of our work. This section will be available in Welsh.



Individual licensing

- 4.8 One of the main duties of the SIA is the compulsory licensing of individuals working in specific sectors of the private security industry.
- 4.9 Written guidance for the applicants and licence holders on how to obtain a licence will be available in both English and Welsh, on request. We welcome referrals from the public in English or Welsh.

Members of the public and enforcement

- 4.10 The SIA maintains fair processes to investigate allegations of criminality and wrongdoing made by employers, other licence holders, other public bodies or members of the public. The information received may be used by the SIA to direct our enforcement activity, to support our licensing decisions or as evidence in a prosecution.
- 4.11 Information for the public on how to make a raise a concern about someone working in the private security industry will be available in both English and Welsh. We welcome referrals from the public in English or Welsh.
- 4.12 The SIA will enable members of the public who are witnesses in Wales to give statements to investigators in English or Welsh through use of suitably qualified translators, where given sufficient prior notice.

Court hearings

4.13 A person will be able to speak at a hearing in Wales in Welsh. When we are told that a licence holder or someone connected with their case, wishes to speak Welsh, the court will enable them to do so through the use of suitably qualified interpreters. A licence holder must contact the court where the hearing is being held to request an interpreter. The court will require 28 days' notice to enable them to do this effectively.

Section 5: Implementing the scheme

Employees and the responsibility

- 5.1 The Director of Corporate Services will oversee the day-to-day implementation and monitoring of the scheme.
- 5.2 All managers have a responsibility to implement those aspects of the scheme which are relevant to their departments.



5.3 All members of staff will have responsibility for carrying out their functions in relation to the scheme. All staff will be made aware of the scheme and the implications for their day-to-day activities.

Welsh vocational training

5.4 The SIA encourage and support any member of staff who wishes to learn Welsh to better interact with the public in Wales, in the context of their overall objectives and those of the organisation.

Recruitment in Wales

- 5.5 The SIA will identify if there are any posts where the ability to speak Welsh is essential or desirable, and identify the level of proficiency required. This will be reflected in the job descriptions and person specifications accordingly.
- 5.6 For those positions where the ability to speak Welsh is essential, recruitment notices will appear bilingually in English language publications principally circulating in Wales, and in Welsh in Welsh language publications. They will also appear bilingually on the SIA website.
- 5.7 Proficiency in the Welsh language to the desired level will be tested as part of the recruitment process.

Third party contractors

- 5.8 Third party contractors with new or renewed contracts where the work will involve communicating in Wales will be made aware of the SIA's Welsh language scheme and any specific obligations. In particular their attention will be drawn to relevant parts of the scheme that they will be expected to implement.
- 5.9 Performance against contract will be monitored against compliance, timescales and targets.

Monitoring the scheme

- 5.10 The SIA will monitor the implementation of the scheme in accordance with the action plan and report back to the SIA's Board annually on progress. This report will also be submitted to the Welsh Language Commissioner.
- 5.11 The SIA will also review compliance with the scheme on an annual basis and submit a report to the Welsh Language Commissioner. This will:
 - identify whether the SIA is currently complying with the scheme
 - identify whether the scheme is being appropriately managed

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- analyse performance on a departmental and corporate basis, in order to ensure consistency
- assess and consider key themes in scheme implementation
- recognise any fundamental weaknesses and develop an action plan, including timetable, to address them.
- 5.12 A summary of our performance will be included in our annual report.
- 5.13 In the third year of the scheme's implementation we will prepare an evaluation report assessing and evaluating our performance in implementing the scheme. At this time we will also revise and update the Welsh language scheme, as appropriate.

Publicity of the scheme

- 5.14 Upon launch of the scheme, the SIA will issue a press release and publish the scheme on our website. Our key stakeholders in Wales will also be informed of the scheme.
- 5.15 The scheme will also be publicised to staff and included in our induction literature.

Complaints and compliments

- 5.16 Complaints about specific aspects of the implementation of the scheme will be dealt with by individual units in accordance with their own complaints procedures.
- 5.17 Complaints related to this scheme, or suggestions for improvement, should be directed to the senior member of staff with responsibility for the scheme, at the following email: Welshlanguagescheme@sia.gov.uk
- 5.18 The SIA will co-operate with the Welsh Language Commissioner in order to resolve complaints and during any investigations held under section 17 of the Welsh Language Act.



Appendix A: Main targets for scheme delivery

Targe		Completion date
1.	Website We will agree with the Welsh Language Commissioner a programme to increase the Welsh language content on our websites and update these websites on this basis.	May 2020
2.	Working group We will establish a working group consisting of representatives from key directorates within the SIA to push forward the delivery of the scheme.	December 2019
3.	Champions We will establish champions in senior posts from key areas to promote the scheme at a high level within the SIA.	December 2019
4.	Staff guidance We will provide guidance to staff informing them of the scheme and the implications for their work and the point of contact for any enquiries.	March 2020
5.	Agencies We will contact our agencies to draw their attention to the scheme and remind them of their responsibilities under it.	February 2020
6.	Contracts We will amend our standard contracts and contract templates to include reference to the scheme.	February 2020
7.	Publicity for the scheme We will publicise the scheme on our website and in any relevant publicity material.	May 2020